

How to Answer Competency Based Questions

When presented with a competency based question, the answer you provide should always be delivered in the following format...

- Situation (or task)
- Options
- Action
- Result (or response)
- Learning

If you cover all five areas with a strong example you will score a maximum 5 marks.

The candidate is tasked with two things- giving a strong example of demonstrable behaviour but also a structured response that clearly shows an individuals approach to a situation and how they have modified their behaviour as a result of what they have learned.

Situation (or task)

- Describe the situation (or task) confronted with or that needed to be accomplished
- Sets context, it needs to be concise and informative- concentrate only on what is relevant to the 'story'

Options

- Able to demonstrate a clearer understanding of a situation by describing the range of options available to them
- Shows a thinking process that is logical but also creative and intelligent

Action

- Able to explain the chosen course of action what, how and why you did that
- Explains their own actions, what was their own personal contribution
- Gives detail and sensible/rational reasons behind their actions
- Can demonstrate that they are calculating their actions and the potential results in order to remain in control of the situation

Results

- Explains what happened eventually and how it all ended
- What was accomplished is described here; can the candidate demonstrate that they saw it through 'to the end'?

Learning

- Perhaps the most crucial part of the answer- what did they learn during this event?
- What will they use/do differently as a result of their experience (for the better) in future?
- Can they evidence their behaviour has changed at all?