

Competency Questions Exercise

The following are typical key competencies used by employers:

- Teamwork
- Responsibility
- Commitment to career
- Commercial awareness
- Career motivation
- Decision making
- Communication
- Leadership
- Trustworthiness and ethics
- Results orientation
- Problem solving
- Organisation

Use of C.A.R. to answer the questions

- **Context:** Describe the situation and the task you were faced with, when, where, with whom?
- **Action:** How? What action did **you** take? Sometimes people focus on what the group did without mentioning their individual contribution.
- **Result:** What results did you achieve/conclusions did you reach/what did you learn from the experience?

Read the following question and then the three answers that follow:

Communicating with people

- Listens to others and appreciates their views
- Explains procedures in a way that is easily understood

Give an example of when you used these abilities to explain something complicated to someone.

APPLICANT 1

When I worked in Yellow River, Nunton MetroMall, on a Saturday, I sometimes dealt with returns. A lady brought back a top she bought for her daughter six weeks ago that didn't fit properly. She asked for a refund but she didn't have a receipt. I explained that company policy was only able to give refunds if the item is brought back in 4 weeks and the customer has a receipt. I said I could give her an exchange or a credit note. She wasn't very happy but I pointed out it was company rules.

Applicants score:

APPLICANT 2

I worked in a Post Office and one day a customer wanted to send some money to her son in Slimmerton. She wanted to send cash but I explained this isn't very safe and I suggested she send a cheque. He needed it quickly and it was a bank holiday weekend so she didn't want to send a cheque and asked what she could do. I explained to her the dangers of sending cash in the post but said if she still wanted to go ahead she should use registered post. Her son would have to sign at the other end and I gave her a phone number to ring the next day so she could check it had been delivered and who had signed for it. She decided to do this as she wanted him to have the cash the next day

Applicants score:

APPLICANT 3

I am a good listener and always willing to listen to what other people say even if I don't agree. If I have to explain something to someone I always do it slowly and calmly so they find it easy to understand. An example is last week when I gave my boss directions to somewhere he hadn't been before.

Applicants score:

As a group, agree on what makes the answers effective or not and jot down your thoughts to use in a group discussion.

Now score each applicant based on the following scoring criteria:

Communicating with people

- Listens to others and appreciates their views
- Explains procedures in a way that is easily understood

Allocate a score from 1 to 5 to each on the following basis:

1 = does not demonstrate the competency at all

2 = partly demonstrates one aspects of the competency

3 = partly demonstrates several aspects of the competency

4 = clearly demonstrates most of the aspects of the competency

5 = fully demonstrates all aspects the competency

Be prepared to back up your scores when the answers are discussed with the whole group.

Based on what you have discussed answer the following question:

Teamwork

- Works effectively with others to successfully achieve team tasks and goals
- Contributes to the team and supports others team members sharing in successes and failures

Give an example of when you used these abilities to achieve something as part of a team:
