

Competency-based interviews

How would you
contribute
to the work of the United
Nations and to the specific
job you are applying for?



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"Past, demonstrated behaviour is the best indicator of future performance"



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Values and Competencies

- Values:
 - Shared principles and beliefs that underpin the Organization's work and guide actions and behaviours of staff
- Competencies:
 - Skills, attributes and behaviours directly related to successful job performance



Values and Competencies

Core Values	Core Competencies	Managerial Competencies
<ul style="list-style-type: none">○ Integrity○ Professionalism○ Respect for Diversity	<ul style="list-style-type: none">○ Communication○ Teamwork○ Planning and Organizing○ Accountability○ Creativity○ Client Orientation○ Commitment to Continuous Learning○ Technological Awareness	<ul style="list-style-type: none">○ Vision○ Leadership○ Empowering Others○ Managing Performance○ Building Trust○ Judgement and Decision-making



CAR (L) Principle

- **Context:**
 - You will be expected to give an overview of the situation: what the situation was about, when it was, how you first got involved, what were the key events and the time frame
- **Actions**
 - You will be expected to cover significant events, specific instances, that were clearly attributable to you rather than the team.
- **Results**
 - What was the outcome, impact or results of your actions: You may be asked questions such as: How did it turn out? What was the final result?
- **Learning**
 - What learning did you take away from this experience?



Preparing and Practicing

- Be flexible and non-demanding with timing
- **Prepare** for the interview:
 - learn as much as you can about the **organization** (mandate, publications, organigramme, strategic directions, news, etc.)
 - understand the **position** and look at the competencies in the job opening
 - review your application/PHP and select real **examples** matching your accomplishments to the competencies (i.e. how did you work in a team, solve conflict, mobilize resources, etc.)
- **Practice, practice, practice** beforehand (refer to your application and the requirements of the job opening)
- If a:
 - **face-to face**, know what you are going to wear and err on the side of conservatism
 - **telephone** (or Skype/VTC) make sure you are in a private location and equipment is working



During the interview: do

- Make a good first and last impression
- Dress appropriately
- Maintain eye contact with the person who asked the question, if culturally appropriate
- Even on the telephone, smile
- Listen carefully to the complete question
- Keep to the point. Be as specific as possible
- Provide concrete examples that show you were able to handle a situation and/or learned from it
- Listen to the question carefully. Ask for clarification if a question is not clear



During the interview: **do not**

- Answer in the hypothetical.
- Talk about “we”, rather talk in the “I”
- Espouse theories or values (“waffling on”)
- Make blanket generalizations nor statements about the future
- Interrupt the panel
- Ask questions about benefits and entitlements



Competency-based interviews: <http://careers.un.org>

Know what to expect during your competency-based interview. Click below:



= [Competency-based Interviewing for Applicants](#)

At your interview

The United Nations' greatest asset is the quality of its staff. To ensure that UN team we use a competency based interview process. Competency "behavioral interviews" or "criterion based interviews." Such interviews past behavior and experience is the best indicator of future performance. It tells a story about you: your talents, skills, abilities, knowledge and variety of situations.

Competency interviewing questions can look like this:

- Tell us about a situation when you went above and beyond your duties?
- Give an example of a time when you used your problem solving skills?
- Tell us about a time where you had a number of demands being placed on you at the same time? How did you handle it?

Useful tips for your interview:



Exercise

Teamwork

- Describe to us a successful teamwork work experience
 - What was the situation?
 - Which was your role?
 - What made the team successful?
 - How did you handle the disagreements within the team?
 - What were the results?
 - What did you learn from the experience? If you had to do it again what would you do differently?



Exercise

Planning and Organizing

- Tell us about a time you had to organize or plan a major event
 - What was the nature of the event?
 - Which was your role?
 - How did you plan and organize the different actions to carry out?
 - How did the event turn out?
 - Reflecting back, what did you learn from the experience? If you had to do it again what would you do differently?



Exercise

Planning and Organizing

- Tell us about a time where you had a number of demands being made on you at the same time? How did you handle it?
 - What was the situation?
 - Which was your role?
 - How did you plan and organize the different actions to carry out?
 - What were the results?
 - What did you learn from the experience? If you had to do it again what would you do differently?



Exercise

Creativity

- Describe to us a situation when you had to be creative
 - What was the nature of the situation?
 - Which was your role?
 - What were the different actions to carry out?
 - What were the results?
 - What did you learn from the experience? If you had to do it again what would you do differently?



Exercise

Integrity

- Describe to us a situation where you felt pressured to act in a way that would compromise your values or those of the organization
 - What was the nature of the situation?
 - What were the implications of your actions?
 - How did you respond to the pressure?
 - What was the results?
 - What did you learn from the experience? If you had to do it again what would you do differently?



Thank you

Merci

Gracias

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Спасибо

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