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103
Selection Tools Booklets
Job Interview Template

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COMPETENCY-BASED JOB INTERVIEW SCRIPT

The job interview is the most used technic in selection processes. For that reason, the GeNeus project developed a Job semi-structured Interview Template, divided into four phases that can be adapted according to the job vacancy, as well as the context of the organizations:

PHASE 1: Introduction by the interviewer (1-10 minutes)

- Ice breaking activity/conversation

PHASE 2: Get to know the applicant and assess competencies (15-60 minutes)

- **Explore professional/biographic information**
 - What were your activities/tasks on that job? (the most similar to the job vacancy, if applied)
 - What did you like the most? And least? Why?
 - Why did you leave your previous job?
 - What attracted you in the job that you are now? (in case of being employed)
 - Other behavioural issues and questions based on the professional experience
- **Personal and professional characteristics/competencies:**

COMMUNICATION EFFECTIVENESS / INTERPERSONAL COMMUNICATION

Demonstrates skills for active and participatory listening with debtors to detect any problems. Evidence oriented behaviours for clear and accurate clear transmission of all ideas, messages and information obtained by ensuring that the recipient understands them.

Concerns with the planning and participation in monitoring and evaluation of communication experiences with individuals and groups gained in life/professional situations, in person or using technological devices.

- What do you prefer when you establish a contact?
- How do you deal with a conflict situation? Describe a situation you once had and its result.
- Have you ever had to deal professionally with big cultural differences? In what situation? What were the main difficulties encountered? How did you deal with them? What was the result?

Competency evaluation

1	2	3	4	5
Very low level		Standard level		Very high level

Rigor and organization

Demonstrated behaviours for the rigorous accomplishment of the tasks reaching the defined objectives. Ability to determine an effective methodology and organization for good time management, always keeping in mind the fulfilment of priorities.

- Have you ever faced a professional stress situation? Describe the situation you once had and its result.
- How do you assess your degree of resistance to stress?
- What is the key to accomplish the tasks in the defined time/deadline?
- Please describe a situation in which you can show you are organised regarding complex task fulfilment and time management. What were the main difficulties encountered? How did you deal with them? What was the result?

Competency evaluation

1	2	3	4	5
<i>Very low level</i>		<i>Standard level</i>		<i>Very high level</i>

Managing Risk

Concerns an individual's ability to identify, calculate and respond to risks in a variety of settings. It is mostly concerned with risk-taking and assessment. The performance expectations are:

- ability to identify risks in everyday behaviour - including risks associated with finances, advertising, unhealthy eating, anti-social behaviour, etc
 - ability to assess the consequences of risks identified
 - ability to identify risks in a professional capacity - related to financial management, business expansion, hiring staff, etc
 - ability to identify the difference between a calculated risk and an unnecessary one
 - ability to capitalise on a calculated risk, and to implement a plan to manage the consequences of the risk taken
- Have you ever had managed a risk situation professionally? In what situation? Please describe.
 - What were the main difficulties encountered? How did you deal with them? What was the result?

Competency evaluation

1	2	3	4	5
<i>Very low level</i>		<i>Standard level</i>		<i>Very high level</i>

PHASE 3: Career and Job vacancy (5-15 minutes)

- **Career path**
 - What would you like to be doing 5 years from now?
 - What would you like your career path to be?
 - Why did you bid for this company / vacancy?

- **Job description**
 - Description of the job position. Provide measured information about the position and the enterprise
 - What do you think? Why?
- **Behavioural issues and Practical tests** – if pertinent, some behavioural questions can still be made here for completing the information
- Administrative and financial aspects of the position
 - Availability for starting the job
 - Type of contract
 - Salary discussion

PHASE 4: Conclusion (5-10 minutes)

- Next steps of the selection process

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