



CAREER
WEEK



Preparing for Competency- Based Interviews

15 June 2023

Welcome



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Objectives

- What is a competency-based interview?
- Why are CBIs used?
- UNDP Competency Framework
- CBI Sample Questions
- STAR-L, START and CAR
- Practical examples
- Practical Tips



What is a competency-based interview?





Why Use Competencies?

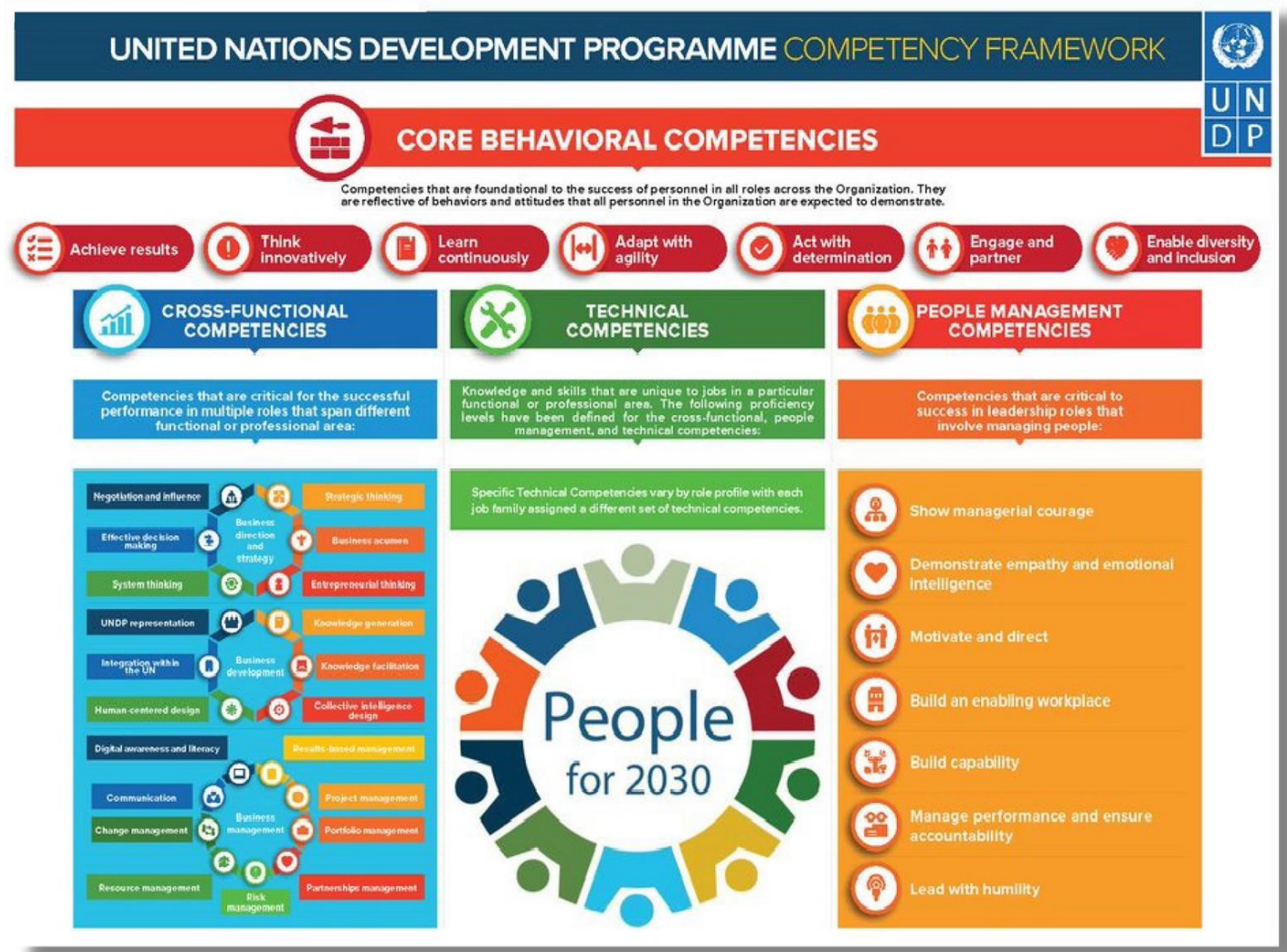
Designed to see how you've demonstrated a competency in the **PAST** to predict how you might react in a similar situation in the **FUTURE**.



OHR/Talent Development Unit

UNDP's Competency Framework

[Learn more >](#)



What do CBIs Look Like at UNDP?

- Video Conference/Face-to-Face
- 30-40 minutes
- 4-5 questions
- 4 interviewers/panelist

Hiring Manager

Technical Expert

HR Representative

Rep from another Dept or Agency

Note-taker



Synchronous
Interviews

What questions should you expect at the beginning?





Competency Sample Questions

Give me an example of when you had to explain something difficult to someone who did not have your background/knowledge.

Tell me about a time when it was important to involve someone in a conversation.

What kind of correspondence have you had to prepare in the past?

What experience have you had speaking formally in front of others?

Achieve results (UNDP Core Competency)




- From your experience, can you give us an example of a project where you set goals with clear deliverables and how you were able to deliver the relevant results, with competing priorities? What lessons did you learn from this?
- Please describe a time when your quick response to a problem or situation was required that led to a successful outcome. What was the situation, what did you do that was particularly effective, and what would you do differently next time?
- There is sometimes a trade-off between quality and quantity of our work product. Please describe a time when you had to meet a quick deadline, yet delivered a high-quality output/product. What was the situation and which steps did you undertake to achieve the planned outcome? Did you encounter any challenges?
- Can you please tell me about a time when a goal or result turned out to be less attainable than you thought? How did you handle it and what was the outcome?

Teamwork

- Could you tell us about a time when you made a contribution to a team that led to a successful outcome of the project. What was the team project? What was your role? What was your contribution? How did it finish?
- Could you tell us about a time when you contributed to team spirit or build motivation with co-workers.

SAMPLE QUESTIONS ON DIFFERENT COMPETENCIES

How to structure your response?

		
SMART	STAR+L	CAR
S = Situation	S = Situation	C = Context
M = Mission	T = Task	A = Action
A = Action	A = Action	R = Result
R = Result	R = Result	
T = Time-bound	L = Learning	

Any of these strategies can work successfully in the case of CBIs

Situation

What was the specific event or task?

Example:

“I was working on a project with two colleagues who didn’t get along. The situation escalated and they were not communicating. This was affecting the quality of the work and the atmosphere in the team.

Context?



Mission

What objectives did you see as the key issues to resolve?

Example:

“If I didn’t do anything, I knew that the project would fail. Even though I wasn’t in charge, I decided to see if I could assist my colleagues work through their differences.”

Challenge



Action

What did you actually do? Example:

I first spoke to each of my colleagues over coffee.

I then realized each felt the other one was not pulling their weight.

I revisited the work plan and noted some of the roles and responsibilities were not clearly defined.

I submitted the revised the work plan to the PM and asked to call in for a 'clear the air meeting' to share the updated plan.

Let's focus on
YOUR ROLE!



Results

Example:

What did you actually achieve?

Once agreement had been reached on the defined roles and responsibilities, some of the tension seemed to go.

The team slowly started to communicate more effectively and collaborate better. Therefore, improving the collective ability to collect the KPIs.

what was
accomplished



Time-Bound

Example:

How long did it take to achieve the results?

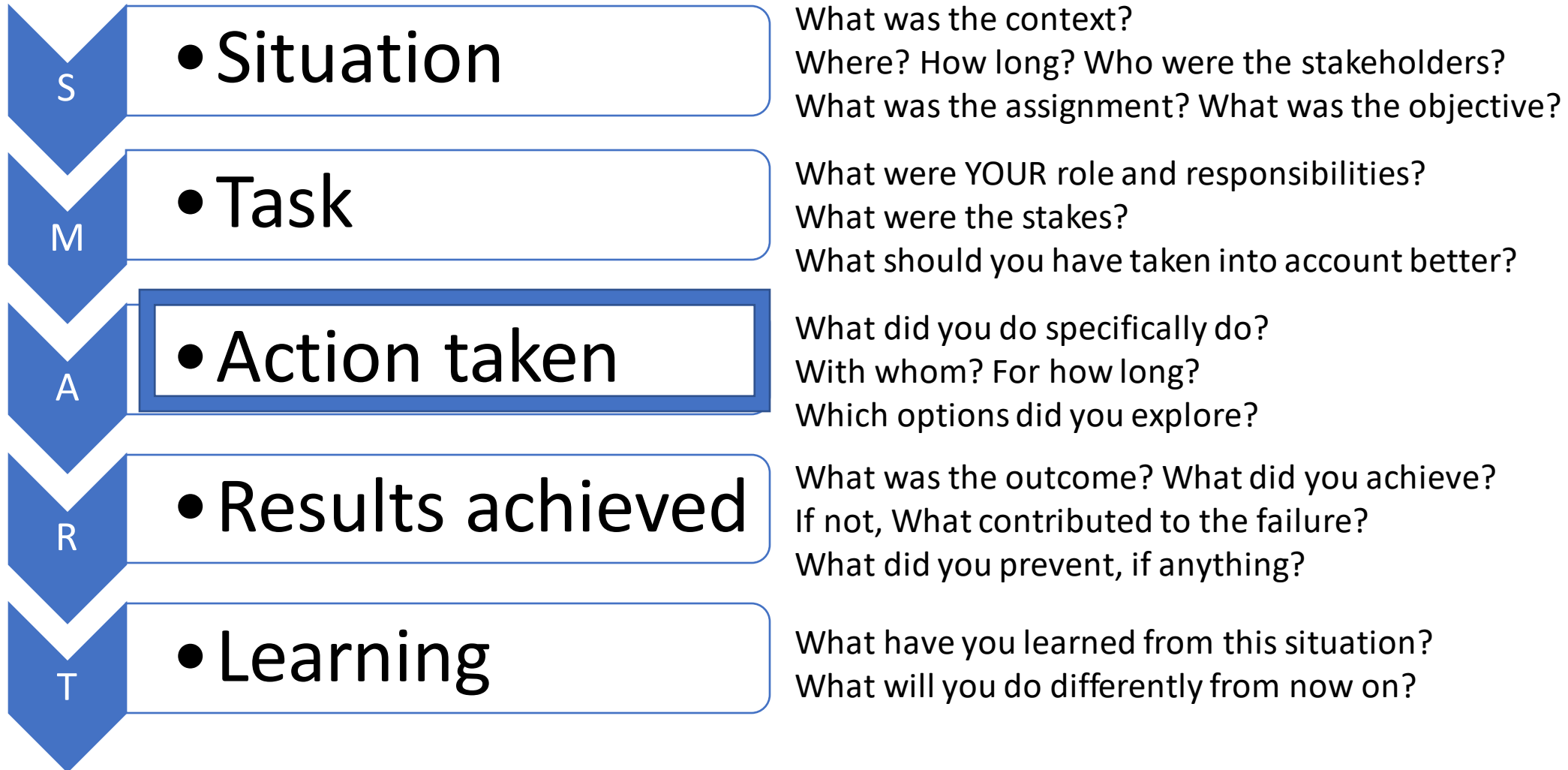
The timelines to implement the agreed-upon solution were established.

Each team member was clear on the specific milestones and deadlines for each action item to ensure accountability and to track progress.

This allowed the team to stay on track within the agreed-upon timeline.

was the
deadline met?





C

• Context

What was the context?
Where? How long? Who were the stakeholders?
What was the assignment? What was the objective?

A

• Action taken

What did you do specifically do?
With whom? For how long?
Which options did you explore?

R

• Results achieved

What was the outcome? What did you achieve?
If not, What contributed to the failure?
What did you prevent, if anything?





Be Succinct and to the Point



Emphasize your Role

How do I Answer These Questions in 3 to 5 min?

What should I do? (Before)



Choose a quiet
room



Test your audio-
visual tools



Find
uninterrupted
time to complete
the interview



Check or Install Software
in your device



Tidy Up
your Background



Get Pen and Paper
to Take Notes



Speak in a
conversational
voice



Look into
the camera



Smile if/when
appropriate



Be over explicit. Focus on addressing the question presented.

Forget to highlight your own contributions

Assume the interviewer has the same technical knowledge

Assume everyone is familiar with the structure of educational institutions / work environment in your home country

Do not use acronyms



Dress
professionally



Neutral colors
look better on
camera



Use light to
your advantage



Treat it like a normal face-to-face meeting or interview



Practice!
Mock Interview



Be Confident! You were selected to move forward for a reason.



Non-verbal behaviour

Personal presentation

Eye contact

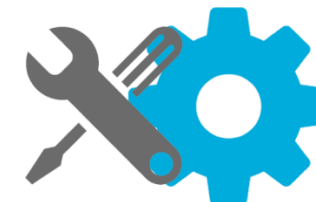
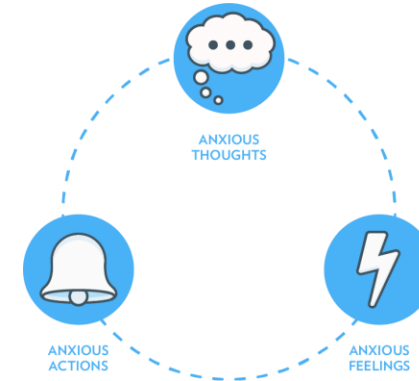
Facial expression

Voice production

Posture

Hands Gestures

- It's natural to be nervous. Prepare well and use it to your advantage.
 - Frame anxiety as excitement
 - Opportunity mind-set versus threat mind-set
- Review job description and anticipate questions
- Be ready for technical and non-technical questions



Let's get started

- 1- Find a vacancy of interest
- 2- Check the competencies requested
- 3- Review the Key Functions and Results Expected
- 4- Create a few competency-based questions
- 5- Map out how you would answer these questions





We offer a rich set of career development opportunities to help you grow in your career.

[Career Development SharePoint page](#)



[Career Week 2023](#)



[UNDP Global Mentoring Programme](#)



[Career Development Plan Tool](#)



[Career Conversations Toolkit](#)



[Career Labs](#)



[UNDP SPARK Programme](#)



[Virtual Development Assignment Programme](#)



[United Nations Career Journey Podcast](#)



[UNDP Career Management Framework](#)



UNDP Career Week 2023 Agenda

12 June - 16 June

	Continuous Learning	Moving your career to the next level - part 1	Mentoring & Networking	Moving your career to the next level - part 2	Career Clinics
Time CEST	Monday, 12 June	Tuesday, 13 June	Wednesday, 14 June	Thursday, 15 June	Friday, 16 June
4am-5am				Conversation on Career Mobility	
9am -10am		How to write a successful CV (Career Labs)	Why mentoring is a powerful resource for career development (Career Labs)	Preparing for Competency-Based Interviews (Career Labs)	Career Clinic - Power up your Career
10am -11am	Opening of Career Week - The New Rules for Career Growth	Conversation on UNDP's Learning Platforms (English)	Careers of UNDP - a Leadership Journey	Ask Me Anything - Overview of Contractual Modalities in UNDP	Career Clinic - How to boost your job applications
11am-12am	Conversation on Learning at UNDP - Where and how to learn	Comment rédiger un CV réussi (Career Labs)	Pourquoi le mentorat est une ressource puissante pour le développement de carrière (Career Labs)	Préparation aux entretiens basés sur les compétences (Career Labs)	Career Clinic - My interview my opportunity
12am-1pm	Break				
1pm-2pm	Conversation sur les plateformes d'apprentissage du PNUD	Conversation on Career Mobility	Having great career conversations: tips and tricks (People Managers)	Careers of UNDP - a PSA Journey	Career Clinic - How to boost your job applications
2pm-3pm	Conversation on a UNDP onboarding story - behind the scenes		Conversation on Navigating your Career in a World of Bias	Fellowships & internships at UNDP - How it can Boost Your Employability	Career Clinic - My interview my opportunity
3pm - 4pm		Ask Me Anything - Overview of Contractual Modalities in UNDP	Conversation on Mastering Online Networking		Career Clinic - Power up your Career
4pm-5pm		Careers of UNDP - a Leadership Journey	Conversation on Talent Review	Conversation on Compassionate Leadership through Mindfulness	
5pm - 6pm	Careers of UNDP - a G to P Journey				
6pm - 7pm	Cómo escribir un CV exitoso (Career Labs)	Preparandose Para una Entrevista Basada en Competencias (Career Labs)	Un vistazo a las plataformas de aprendizaje del PNUD (Spanish)	Porque la Mentoría es un recurso poderoso para el desarrollo profesional (Career Labs)	

Thank you!
Gracias
Merci
شكراً

Access the presentation and recording from our [Career Week SharePoint page](#).

Your feedback matters - please fill out the [evaluation survey](#) in the chat.

For any further questions, contact us on: career.development@undp.org