

## Online Interview Generator Competencies / Definitions

### **1 Ability to Take Initiative/Responsibility**

Taking initiative and responsibility looks at an individual's ability to stand up and be counted to find an appropriate solution, and for taking the necessary action without any prompting. This competency asks the question "To what extent are you prepared to be personally accountable and take initiative when issues and problems arise, and before you have been asked to do so?"

### **2 Ability to Work Independently**

Ability to work independently looks at an individual's capacity to perform required work with little or no guidance from others. This competency asks the question "To what extent can you operate in a self motivating way and rely on your own common sense and judgment to achieve goals and targets (without necessarily referring to other people)?"

### **3 Altruistic Orientation**

Concern for the welfare and good of others and/or society in general. Someone with strong altruistic orientation is motivated to high levels of performance through personal satisfaction of "giving back" to community, children, or the disadvantaged. This competency asks the question, "To what extent do you derive personal satisfaction and well-being through serving others who need help and education?"

### **4 Analytical skills**

Analytical skills looks at an individual's ability to evaluate large or complex situations in a logical and systematic way, and to identify the most critical issues and factors that need to be dealt with. This competency asks the question "To what extent do you rapidly identify significant information through the use of a careful and structured analysis approach?"

### **5 Anticipation/Proactive Thinking skills**

Anticipation and Proactive thinking skills look at individuals' ability to maintain a conscious awareness of events and situations around them, and to take action to be ready when they see change on the horizon. This competency asks the question "To what extent do you regularly reflect upon what might happen in the future and make small adjustments now to be as well prepared as possible?"

### **6 Attention to Detail**

Attention to detail looks at an individual's ability to manage his/her own work and the work of others to ensure that it is fit for purpose and free from error. This competency asks the question "To what extent do you try to create high levels of accuracy in your work, and make sure that smaller or apparently less significant (but important) requirements are not forgotten?"

## **7 Big Picture Thinking ability**

Big picture thinking looks at how well an individual links specific events, tasks, and actions in a wider perspective or pattern. This competency asks the question “How effectively do you look at the wider or larger picture to connect related and unrelated information in order to make sense of what you experience?”

## **8 Business/Commercial Mindedness**

Business/commercial mindedness looks at an individual's ability to assess the business or commercial impact of issues or challenges that might arise, and react in an appropriate way. This competency asks the question “To what extent do you demonstrate clear and knowledgeable business acumen in a range of different commercial situations that may arise?”

## **9 Capacity to Cooperate and Collaborate**

Cooperation and collaboration looks at an individual's ability to work positively and flexibly in group situations, maintaining an open and helpful attitude. This competency asks the question “To what extent do you work effectively with a variety of people to achieve team and/or group goals?”

## **10 Capacity to Take Accountability**

Capacity to take accountability looks at an individual's ability to take personal responsibility for his or her own behavior and avoid the temptation to 'pass the buck' or blame others. This competency asks the question “To what extent do you assume full responsibility for your actions, decisions, and errors on the job?”

## **11 Change Management ability**

Change handling skills looks at how well individuals anticipate and plan for future change, and manage themselves and others to handle it well. This competency asks the question “How do you manage personal and/or professional changes that affect many people, and how do you actively steer the process to positive/beneficial ends?”

## **12 Coaching ability**

Coaching ability looks at the extent to which an individual offers on-going assistance and guidance to people, helping them realize their full potential. This competency asks the question “How successfully do you work with people to ensure that they feel confident about learning/developing new skills and behaviors with your support?”

## **13 Commitment**

Commitment looks at an individual's capacity to consistently demonstrate honesty and integrity regarding promises and/or commitments. This competency asks the question “To what extent do you take your promises seriously and make sure that you honestly follow through, and do not unnecessarily 'cut corners' or decide to miss a deadline, target, or personal commitment?”

## **14 Communication skills**

Communication looks at the extent to which an individual communicates with economy and clarity, and remains open to feedback to improve communication skills in the future. This competency asks the question “How well do you design and send messages and attentively listen to responses in order to adjust?”

### **15 Conflict Management ability**

Conflict management ability looks at how well an individual manages any conflict encountered (conflicts in which he/she is directly involved **or** of others making). This competency asks the question “To what extent do you adopt a positive and constructive, solution-focused approach whenever conflict arises?”

### **16 Cost Consciousness**

Cost consciousness looks at the extent to which an individual ensures that he/she remains constantly aware of the need to ultimately generate more income than expenses in all efforts. This competency asks the question “How effectively do you ensure that all of an individual's activities add value – by either increasing potential revenue or reducing/controlling costs?”

### **17 Creating and Communicating Vision**

Creating and communicating vision looks at the extent to which one has a clear and coherent idea about where he/she is heading, why and what milestones exist along the way, and can communicate this successfully to others. This competency asks the question “How well do you communicate a vision of the future and how effectively are your efforts to inspire others to commit themselves to reaching future goals or targets?”

### **18 Creativity**

Creativity looks at how well an individual creatively thinks in lateral ways and draws together varied information to arrive at new solutions or courses of action. This competency asks the question “How challenging and /or innovative are your approaches in processing different or conflicting data to make sense of it and propose new and potentially better ways of doing things?”

### **19 Critical Thinking ability**

Critical thinking looks at an individual's capacity to think rigorously and broadly about issues, challenges, or problems and to optimize the route to finding potential solutions that work. This competency asks the question “With how much confidence do you believe in your own open-mindedness and ability to solve problems of many types through the successful application of your personal thinking and judgment?”

### **20 Customer Focus**

Customer focus looks at the extent to which the individual has an 'environmental radar' tuned to competitors, the market, and customers to guide day to day actions. This competency asks the question “How well do you listen to external sources of information, and work across functions, departments, and teams to help offer service excellence to customers?”

### **21 Decision Making ability**

Decision making ability looks at how well individuals maintain focus on the results or goals that matter or are important, and take crisp and clear decisions that help themselves and others to move forward positively. This competency asks the question “How well do you distinguish between what is important, and make high quality decisions that yield the best possible results in the circumstances?”

## **22 Delegation skills**

Delegation skills looks at the extent to which an individual empowers colleagues and team members to take responsibility for major decisions, and be creative and challenging in offering their input. This competency asks the question “How successfully and genuinely do you delegate responsibility, and invite individuals to collaboratively contribute to major decisions and demonstrate their initiative in doing so?”

## **23 Dependability**

Dependability looks at an individual's ability to be seen as reliable, steady, responsible, and committed in relation to everything done. This competency asks the question “To what extent do people see you as someone upon whom they can rely and trust to meet commitments, as well as follow through successfully?”

## **24 Diplomacy skills**

Diplomacy looks at an individual's ability to utilize tact and diplomacy in sensitive or difficult situations, to help maintain the positive momentum of communicating. This competency asks the question “To what extent do you use careful and diplomatic language where a forceful or direct approach may cause a negative reaction?”

## **25 Diversity Focus**

Diversity looks at the extent to which an individual appreciates the views, beliefs, and suggestions of those people who are different in a variety of ways. This competency asks the question “How much do you invest your time and energy in recognizing, and taking positive advantage of the broad range of human diversity, in order to strengthen the team or the organization as a whole?”

## **26 Drive**

Drive looks at the extent to which an individual encourages people to give their best, and inspire the team to maintain the momentum of necessary effort and commitment despite any obstacles along the way. This competency asks the question “How well do you find creative ways to challenge yourself and others to work hard towards a target, and help all to overcome any hurdles when 'the going gets tough'?”

## **27 Emotional intelligence**

Emotional intelligence looks at an individual's capacity to recognize, understand, and harness his/her feelings, and the feelings of others, positively as often as possible. This competency asks the question “How intelligently 'in-tune' and appropriately aware are you of your own natural emotional reactions and of those around you to ensure that decisions and actions are positively balanced?”

## **28 Empathy with people**

Empathizing looks at the extent to which an individual creates a positive climate for empathetic communication to take place, and demonstrates an understanding of the feelings and viewpoints of others. This competency asks the question “How well do you build a spirit of trust and sincerity in order for people to feel that you identify with them and their feelings?”

## **29 Empowerment ability**

Empowerment ability looks at the extent to which an individual gives people the freedom/space to determine how they might go about achieving personal goals or

challenges. This competency asks the question “How well do you create a climate of trust in which people feel that they can take risks and make mistakes to learn to do things in a better or a different way?”

### **30 Ethical Conduct**

Ethical conduct looks at the individual's degree of understanding of, and appreciation for, potential organizational wrong-doing, ranging from behavior leading to serious legal risk to unethical and/or unprofessional behavior. This competency asks the question “To what extent are you willing and able to initiate action when, and if, you become aware of violations of law and/or business ethics that jeopardize customer, employee and/or investor confidence?”

### **31 Feedback Giving skills**

Feedback giving skills looks at the extent to which an individual offers useful and constructive feedback on performance that is happily accepted and acted upon. This competency asks the question “How well do you utilize a range of guidance counseling, coaching, and instructional feedback methods in order to help people know how well they are progressing towards a particular goal or objective?”

### **32 Feedback Receiving Skills**

Feedback receiving looks at the individual's ability to successfully take constructive feedback or accept direct feedback from others. This competency asks the question “How open are you to taking candid feedback from others, and how capable are you in accepting coaching/guiding communications from others?”

### **33 Forward Thinking Ability**

Forward thinking addresses an individual's capacity to think about the consequences of current actions and behavior, and to prepare accordingly. This competency asks the question “To what extent do you think and plan ahead to help minimize surprises and unexpected outcomes?”

### **34 Functional Knowledge**

Functional knowledge looks at an individual's knowledge and awareness of his/her own functional area of specialty within the organization. This competency asks the question “To what extent do you develop, apply, and leverage your own area of expertise within your organization?”

### **35 Initiative**

Initiative looks at an individual's capacity to think and act independently, and take any necessary steps or action without prompting when circumstances demand. This competency asks the question “To what extent do you try to think about what is happening around you, and to think ahead as much as possible, and take action today that may save time and effort tomorrow?”

### **36 Interpersonal skills**

Interpersonal skills looks at an individual's ability to engage with other people in a positive and respectful way, regardless of the level, status or rank in the organization (or outside it). This competency asks the question “To what extent do you demonstrate effective people relationship and interpersonal communication skills with every individual you meet in your day-to-day work activity?”

**37 Leadership ability**

Leadership ability looks at the extent to which an individual trusts, coaches and guides people to influence and control their own destinies through their own efforts. This competency asks the question “How well do you lead individuals and teams to feel that the consequences of their actions are their own?”

**38 Learning Attitude**

Learning attitude looks at an individual's orientation toward learning from experience (particularly personal mistakes), and to engage enthusiastically in 'life-long' learning activities. This competency asks the question “To what extent do you maintain an open mind and invest energy in learning new skills, behaviors, and better ways of doing things?”

**39 Levels of Innovation**

Innovation looks at the extent to which an individual takes the time to carefully reflect on the quality of ideas (his/her own or others) and feed, and support the growth and development of quality ideas. This competency asks the question “How well do you initiate or encourage innovative suggestions, nourish fledgling ideas and general creativity, and adopt a positive and supportive attitude?”

**40 Listening skills**

Listening skills looks at the ability of an individual to both hear and understand other people, and to quickly discover their full communication or message. This competency asks the question “How well and attentively do you listen to and understand other people, and help them to successfully transfer true meaning to you?”

**41 Managerial Courage**

Managerial courage looks at the extent to which an individual is prepared to stand up for what he/she believes to be right and just, even when others criticize or attack. This competency asks the question “How much do you have the courage of your convictions to stick to and make public your core beliefs, despite resistance from others?”

**42 Negotiation skills**

Negotiation skills looks at an individual's ability to engage positively and successfully in a range of bargaining or negotiating situations. This competency asks the question “To what extent do you apply appropriate and effective negotiation, and influence strategies to create beneficial outcomes from these discussions?”

**43 Organization/Planning skills**

Planning and organizing looks at the abilities of individuals to build balanced and comprehensive strategies in order to achieve their goals through careful preparation and organization. This competency asks the question “How well do you orchestrate yourself, the resources and time available to you, and the people around you, to give yourself the best possible chance to achieve your objectives successfully?”

**44 Perception/Judgment skills**

Perception and judgment addresses the extent to which one effectively synthesizes what is seen, heard, and/or sensed in order to form a clear view of what may be viable and practical as a possible course of action. This competency asks the question “How well do you assimilate information and interpret what you experience to make good sense of it in order to make a decision?”

**45 Persistence/Perseverance skills**

Persistence/perseverance looks at the extent to which an individual tenaciously stays on track and maintains focus on personal and/or professional goals. This competency asks the question “How relentlessly do you pursue your targets, even in the face of challenge and/or adversity?”

**46 Pressure Management skills**

Pressure management looks at one's ability to keep calm and stay focused when the pressure is on, or a crisis occurs. This competency asks the question “When all around you are losing their heads, how do you keep yours?”

**47 Problem Solving ability**

Problem solving ability looks at an individual's skills in finding appropriate methods and means to analyze people's concerns or situations, and to suggest potential avenues to explore that may provide a solution. This competency asks the question “How well do you provide people with a useful contextual framework to think about their problems and issues, and guide them towards possible answers?”

**48 Resourcefulness**

Resourcefulness looks at the extent to which one systematically and comprehensively gathers information needed to solve problems, or work challenges efficiently and effectively. This competency asks the question “How resourceful are you in assembling all the relevant data or people, and organizing them appropriately to create a successful outcome?”

**49 Quality Focus**

Quality focus looks at the extent to which an individual understands the steps or 'flow' of processes or planned sequences of work, and makes sure that intended outcomes are delivered to the customer on a consistent basis. This competency asks the question “How effectively do you measure or track key team or organizational quality processes to ensure that they conform to expectations as much as possible?”

**50 Results Orientation**

Results focus looks at the extent to which an individual maintains a firm focus on useful output results and outcomes, and not only on input activity and/or misdirected efforts. This competency asks the question “How tough are you on yourself and others in only accepting outcomes that add real value, or represent measurable achievements, that can be recognized and rewarded accordingly?”

**51 Risk Taking ability**

Risk taking ability looks at the extent to which an individual is willing to take well-calculated risks in order to take advantage of business opportunities. This competency asks the question “How willing are you to take considered risks to jumpstart innovation and open-up business opportunities, without unduly jeopardizing the business?”

**52 Safety Focus**

Safety focus looks at the extent to which an individual appreciates the dangers and potential problems that may exist in a workplace on a day-to-day basis, and seeks to minimize their impact. This competency asks the question “How well do you

understand the likelihood of hazards and actions causing safety difficulties, and the possible consequences of these risks in order to do something about it?”

**53 Sales Ability**

Sales ability looks at the extent to which an individual enjoys and excels at the sales role, promoting products and/or services, either inside or outside the organization. This competency asks the question “How effective are you at selling goods and services to others in a way that fosters goodwill and builds profitability?”

**54 Self Development ability**

Self Development addresses how well one looks to the future and manages his/her own development to ensure optimal performance, now and into the future. This competency asks the question “How effectively do you engage in continual learning and development to keep enhancing your personal capability and performance?”

**55 Service Orientation**

Service orientation looks at an individual's commitment to offering the best service and quality in every task performed. This competency asks the question “To what extent do you try to offer warm, friendly, accommodating and focused service excellence in every task or project that you undertake?”

**56 Strategic Ability**

Strategizing looks at the ability of an individual to identify a credible destination, and indicate how to get there in a clear, straightforward and simple way. This competency asks the question “How clearly, credibly and unequivocally do you develop strategy to help people to travel with you and to stay on track?”

**57 Teamwork Orientation**

Teamwork ability looks at the extent to which this individual works well with others, harnesses different skills and experience and builds a strong sense of team spirit. This competency asks the question “How well do you build a shared commitment to chosen courses of action, solutions, goals, and strategies for the future?”

**58 Technology Application skills**

Technology application skills looks at the extent to which the latest and most “up-to-date” technology is considered, reviewed, and applied to help make work processes quicker, more efficient, and more effective. This competency asks the question “How effectively do you think about the opportunity to apply various types of technology to improve processes and yield a better future result or outcome?”

**59 Time Management ability**

Time management addresses how well an individual generally maintains a healthy equilibrium in life. This competency asks the question “How effectively do you control your time to achieve a 'good' balance between work and leisure?”

**60 Written Communication skills**

Written communication skills looks at the ability of an individual to communicate with others in written form in a way that is clear, concise, and entirely appropriate to each circumstance. This competency asks the question “To what extent do you adapt or vary your written communication style to best meet the needs of a particular audience?”