

Sample Competencies – Behaviours and Questions

Company Pride
Flexibility

If you would like to access more competencies or would like to discuss possible HR Support in developing and defining your organisation's core competencies, please feel free to contact us via our website www.horizonmg.com.au/contact.

Competency: Company Pride

Definition	Behaviours	Questions	Comments
<p>Demonstrating belief in what the Company delivers and the intrinsic value of what is being done now and in the future. The individual cherishes his/her own reputation and that of the Company and what it stands for. This involves recognising personal achievements which are aligned to those of the organisation, together with recognising and rewarding achievements of others which clearly support the corporate values and enhance the value of the organisation. The individual identifies with Company culture, participates in Company activities and exhibits a commitment to the philosophy of the One Team culture.</p>	<p>Openly talks to colleagues about successes of anyone in the Company and value brought to clients.</p> <p>In addition to ensuring the professional standard of their own, they are concerned about others' work that may affect the reputation of the Company.</p> <p>Openly talks about the standards and value of what the Company does. Any criticism is constructive and designed to make an improvement.</p> <p>Uses "we" when talking about the Company not "they".</p>	<p>Tell me about the best successes your Company had over the last year.</p> <p>Tell me about the last few suggestions you made to improve the results or image of your employer.</p> <p>Tell me how you rate the overall professional image and contribution of your employer.</p>	<p>Look for awareness of other people's success not just their own.</p> <p>Look for a willingness to make improvements outside of own area for the overall benefit of the Company.</p> <p>Look for an understanding of what their Company contributes and how interested they are in its image.</p> <p>Listen for the "we" as in "We have a problem", rather than "they", the management, have a problem.</p>

Competency: Flexibility

Definition	Behaviours	Questions	Comments
Ability to adapt & work effectively with a variety of situations, individuals or groups. This competency enables a person to adapt intended action to unforeseen circumstances and/or needs of the situation. Is resourceful and versatile in responding to changing demands & opportunities. A preparedness to “put in” when needed. Showing understanding of issues relevant to the broad organisation and business; learns from experience and uses cross functional knowledge.	<p>Can manage multiple tasks at one time.</p> <p>Does not complain when plans get changed at short notice but adapts own actions to accommodate the situation and encourages others to do the same.</p> <p>Constantly modifies ways of doing things after acquiring new information and learning from experience.</p> <p>Goes outside own area of expertise to learn more and can adapt this new information to own needs.</p>	<p>Tell me about the busiest period you have had in the last year and the issues you were managing at that time.</p> <p>Tell me about the last time you had to change plans due to someone else or changed circumstances.</p> <p>Tell me about some projects or jobs you do which are repeated regularly.</p> <p>Tell me about the last new method you have introduced. How did you get this idea? <i>Seek more examples of this to try a find a pattern.</i></p>	<p>Look for ability to handle several projects or tasks at once.</p> <p>Look for ability to change plans, stay positive and not blame anyone.</p> <p>Look for a pattern of constantly improving the way things are done and trying out new ideas.</p> <p>Examine new ideas introduced and look for a pattern of adapting ideas or processes from outside own area of expertise.</p>