

Interview Information Sheet

Targeted Selection & Behavioural Interviewing

Interview

Western Downs Regional Council uses behavioural questions when you are interviewed. This requires you as an interviewee to answer the questions using the STAR methodology. Below is some information on this methodology to assist you during your interview.

Targeted Selection

Targeted Selection refers to the selection process whereby interview panel members determine a set of skills or characteristics that are needed for a particular position. Specific information has been provided by you in your application and resume which helps Western Downs Regional Council (WDRC) determine whether you have those knowledge or skills required for the position. (These skills and knowledge are outlined in the Position Description).

Behavioural Interviewing is one of the components of **Targeted Selection** which WDRC use to gather data on the applicant to determine if the applicant is suitable for the position.

One of the benefits of a selection process is it ensures a consistent and equitable recruitment process.

Behavioural Interviewing

The major principle behind Behavioural Interviewing is '**past behaviour predicts future behaviour**'. The aim is to gather specific examples of how you may perform in the role in which you are applying for.

In line with the principles of Targeted Selection, interview questions are based on the information outlined in the **Position Description**.

At the beginning of each question the interview panel member will advise of the definition of the target/competency along with some of the key actions the panel will be seeking when you answer the question.

The question relating to the target / competency being assessed is asked. E.g. **Can you please tell the panel about a time _____ happened to you? How did you respond in this situation?'**

It is important that you provide the panel with a **specific** example of a situation. You will need to provide the following:

Describe a specific **situation**

Describe what **you did** on this occasion

Describe the **outcome** of this situation

Using the STAR System

The STAR system is a good way of checking that your example has fulfilled all elements required in a Behavioural Interview response.

Situation or;
Task
Action
Result

Applicant describes a specific situation or
Describes a specific task
Applicant describes what they did
Describes the end result or outcome



A Complete Answer

It is important that the question is answered completely. You have only answered the question completely, when the specific example which contains all 3 elements of the STAR described above.

Example of a complete STAR

Question: Tell us about a time when you had to learn something in a short period of time. How did you learn it?

Situation – “Several months ago my boss asked me to cover the duties of the executive secretary for one week. I needed to use Microsoft Outlook – a program I have never used before. I only had one day to learn the program”.

Action – “I asked the existing executive secretary for a short training session on Microsoft Outlook. I asked for a copy of the program to be loaded onto my PC so I could practice using it leading up to when I took over. I got hold of the program manual to refer to. I asked for the name of another executive secretary in the company who could help me with any problems if they arose. During the week I was covering I used the online help function.

Result - I used the program successfully for the week and the CEO thanked me for my efficiency. I now feel confident that I can use the program efficiently and I have been asked to fill in for the executive secretary twice since then.

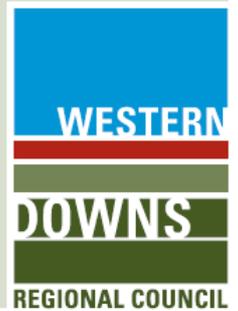
Applicant describes one specific example of the behaviour and not a situation as it occurs 'generally' or 'usually'.

Applicant describes exactly what they did on this specific occasion and not what they would do in this type of situation or usually do in this situation.

Applicant describes the result of their actions on that particular

Customer Contact
1300 COUNCIL (1300 268 624)
07 4679 4000
www.wdrc.qld.gov.au

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Additional Questions

During the interview you may be asked follow up questions to ensure that the interview panel has all the information needed. Additional questions are sometimes asked to assist you to provide a full response to demonstrate the essential requirements of the position.

Some specific examples of additional questions you may be asked are:

ADDITIONAL QUESTIONS
<i>Can you think of a specific time when this happened? "Tell me about one of that stands out in your mind"</i>
<i>"What was your part in"</i> <i>"What role did you take in"</i> <i>"Was that your idea?"</i> <i>"Was that your decision?"</i>

Conclusion

During the interview close you will be given the opportunity to ask any questions. At any point during the interview should you can seek clarification on questions.

In some instances a copy of the questions will be given to you prior to you attending the interview. This will be identified when you are invited to attend an interview.

You will be advised by email regarding the outcome of your interview by Human Resources.

Enjoy your interview with Western Downs Regional Council.

