

**Introduction**

Employment, Education and Volunteer Experience

**5 Competency Questions**

Answered in STAR format 6-8 minutes each

Overall presentation and communication

**Interpersonal Skills**

Ability to work effectively with different people and teams of people - by putting others at ease, acknowledging diverse opinions, addressing relevant concerns, minimizing conflict, promoting harmony, cooperating with others, and working toward consensual solutions - to achieve group objectives.

**Adaptability/Decisiveness**

Ability and confidence to vary between being flexible and holding firm on a decision, depending on what the situation requires. Showing leadership by adjusting one's approach to the demands of a particular task or by taking and maintaining a position in a self-assured manner.

**Stress Management**

Ability to work well under pressure. Maintaining effectiveness and self-control in the midst of any one or combination of stressors, including emotional strain, ambiguity, risk to self, and fatigue.

**Valuing Service/Diversity**

Sensitivity to client and community needs and perceptions by providing prompt, efficient and equitable service. Involving clients and the community in the resolution of problems that affect them.

**Initiative/Perseverance**

Willingness to take action to address needs without being requested to do so. Staying on task to completion, particularly in the face of obstacles or other trying circumstances.

**Situation**

Date, where, what was going on, what the problem was

**Task**

What goal you had to accomplish, different than regular duties

**Action**

What specific steps you took, what decisions you made and why

**Result**

Changes that occurred because of your actions, what happened

**Success**

- Be on time
- Dress appropriately
- Be specific
- Be Prepared
- Practice
- Time yourself
- Follow STAR Format
- 2 examples/competency
- No notes
- Know your examples
- Don't speak to fast
- Know about policing
- Tell us what you did
- Don't embellish/minimize
- Eliminate Distractions
- Know about CPS and Calgary
- Be Honest
- Recent (past 5 years)

\*\*\*the polygraph is part of the process - remember your honesty and integrity will be evaluated at all stages including the BDI\*\*\*

**Questions?**

Contact your file Manager

