

# INTERVIEW<sub>RX</sub>

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## | Competency Key

### **Achievement Orientation**

- Measures results, makes cost-benefit analysis
- Finds better, more efficient ways of doing things
- Sets specific, challenging goals
- Makes good person/organization match to improve performance

### **Analytical Thinking**

- Sees implications or consequences
- Analyzes situations systematically
- Anticipates obstacles and ways to get around them, thinks ahead
- Analyzes what is needed to accomplish goal

### **Conceptual Thinking**

- Sees patterns not obvious to others
- Notices inconsistencies
- Reviews complex data and identifies relationships from disparate sources
- Able to convey ideas through original analogies and metaphors

### **Concern for Order/Quality**

- Seeks clarity of roles and information
- Keeps records, checks quality of work or information
- Sets and maintains information and communication systems

### **Customer Service Orientation**

- Discovers and meets underlying needs of internal and external customers
- Follows through on requests and complaints
- Becomes a trusted advisor to the customer

### **Develop Others**

- Gives constructive feedback
- Provides reassurance and encouragement after difficulties
- Provides honest feedback in behavioral rather than personal terms, follows with positive expectations for future performance
- Coaches/mentors others

### **Directiveness and Assertiveness**

- Sets limits, says "no" when necessary
- Sets standards and demands performance
- Direct, no-nonsense style
- Confronts performance issues

### **Diversity**

- Recognizes the positive influences of diverse cultures, behaviors, and learning styles
- Adapts leadership style to individual situations and individual employees
- Manages and integrates diverse groups

### **Entrepreneurship**

- Concern for innovations
- Takes calculated entrepreneurial risks
- Supports introduction of new products and services, or technologies

### **Expertise**

- Expert product knowledge
- Expands and uses technical knowledge
- Enjoys technical work and shares expertise
- Person the team looks to, provides assistance in technical areas

### **Flexibility**

- Understands validity of opposing view points
- Willingness to modify preferred routine
- Modifies behavior in response to new information, changing conditions, or unexpected obstacles
- Adapts behavior to best suit the situation
- Adapts to change without anxiety

### **Information Seeking**

- Gathers information systematically
- Seeks information from many sources
- Gets out to see or touch the situation
- Asks questions, looks deeper, presses for resolution

**Interpersonal Understanding**

- Understand attitudes, interests, needs, and perspectives of others
- Interprets non-verbal behavior, understands moods and feelings
- Knows what motivates others
- Understands strengths and limitations of others
- Understands reason for others' behavior

**Initiative**

- Seizes opportunities as they arise
- Handles crisis effectively
- Tenacity in reaching goals
- Willingness to work long hours, as needed
- Persistent, does not give up when faced with difficult obstacles or rejection

**Integrity**

- Is honest and forthright, trustworthy
- Takes responsibility for own mistakes, does not blame others
- High standard of ethical conduct

**Organizational Awareness**

- Understands functioning of client organization
- Stays abreast of industry and market information that may reveal business opportunity

**Organizational Commitment**

- Willingness to help team members complete tasks
- Align daily activities to meet business objectives
- Values cooperation to achieve company objectives
- Committed to the company mission

**Persuasion**

- Anticipates the effects of a presentation
- Appeals to reason, presents facts and figures, covers and meets underlying needs
- Demonstrates by story telling, visual aids
- Directs presentation to gain desired effect

**Relationship Building**

- Maintains work-related friendships
- Has and uses network of contacts
- Ability to quickly establish rapport
- Broad base of personal contacts

**Self-Confidence**

- Confidence in own ability and judgment
- Enjoys challenging tasks
- Directly questions and challenges actions of superiors
- Takes personal responsibility for problems

**Self Control**

- Keeps own emotions from interfering with work
- Avoids inappropriate involvement with clients, co-workers
- Stress-resistance, has stamina, uses humor

**Strategic Thinking**

- Competitive industry analysis
- Understands Strengths/Weaknesses, as compared to competitors
- Understands market/industry trends
- Long-term planning
- Able to leverage organization's competitive advantage to meet customer needs

**Team Leadership**

- Sets and communicates standards for group
- Acts as advocate for group
- Able to obtain necessary resources for group

**Teamwork and Cooperation**

- Solicits input from others and involves others in issues that will impact them
- Provides credit and recognition to others
- Encourages and empowers the group
- Works to develop teamwork and cooperation
- Improves morale, resolves conflicts
- Strives for win/win solutions

**| My Top Six Competencies**

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