

Individual traits and qualities

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Examine key aspects of the candidate's personality and the character traits necessary for performing the role

Areas to assess: Integrity.

Question – Can you provide an example of a time where you've displayed a high degree of integrity when dealing with a customer or person?

Notes:

Very convincing answer.

Well-structured using the S.T.A.R response which outlined the situation and the candidates responsibilities. Task was also clearly defined. Candidate then went on to personalize the answer by describing what integrity means to them, validating this with a convincing explanation of how they exhibited this in their actions. This led into a great result which outlined the benefits their employer derived from the success of these actions.