

Competency-Based Interview Questions Eccles Health Sciences Library (Faculty-Specific)

<https://www.hr.utah.edu/serviceTeams/comp-based-questions-eccles.php>

Ability to work as a team member

Competency	Leading Question	Follow up Questions	Key Criteria
Ability to work as a team member.	Tell us about a job situation where you worked as a team member.	Describe your role. How did you communicate with others on the team? What was the outcome of this teamwork?	Good communicator Shares information Team player

Ability to work independently

Competency	Leading Question	Follow up Questions	Key Criteria
Ability to work independently.	Tell us about a job situation where you worked independently.	Describe your role. How did you communicate with others about the work you were doing? What was the outcome of your effort?	Good communicator Shares information Team player Independent thinker Decision maker Accountable

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Addressing problems as they arise

Competency	Leading Question	Follow up Questions	Key Criteria
Addressing problems as they arise.	Give me an example of a problem you nipped in the bud.	How did you handle the difficult situation/communication? What interactions were involved? What was the outcome? Describe the possible outcome if you had not intervened.	Good judgment Good communicator Good manager/leader Troubleshooter

Aware of scholarly communication issues

Competency	Leading Question	Follow up Questions	Key Criteria
Aware of scholarly communication issues; freely shares knowledge information, ideas, resources, expertise, etc.	Tell us about a job situation where you were a member of a team and had information and resources that would be beneficial to other members of the group.	How did you communicate it? What resulted from your efforts?	Good communicator Shares information Team player Networker Leader Recognizes others' input, ideas and skills Open to change

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Committed to diversity in the workplace and community

Competency	Leading Question	Follow up Questions	Key Criteria
Committed to diversity in the workplace and community; works well with others regardless of race, nationality, culture, disability, age, or gender.	Tell of a time when you worked on a formal or informal team with individuals from diverse communities and cultures.	What role did you play?	Collaboration Teamwork/teamplayer Diversity awareness Acceptance and understanding of diverse cultures Interpersonal communication skills

Committed to service

Competency	Leading Question	Follow up Questions	Key Criteria
Committed to service; Maintains effective relationships and focuses on and meets needs of internal/external customers.	Can you tell me about a time when a coworker or team member came to you with a personal problem?	What did you do to support your colleague?	Collaborator Observant of coworker needs Trustworthiness Patience Takes time to listen Empathetic response

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Demonstrates ability in information technology including social media

Competency	Leading Question	Follow up Questions	Key Criteria
Demonstrates ability in information technology including social media; incorporates new technologies into practice.	Give an example of a new technology and how you have incorporated it into your area of work.	<p>What is working?</p> <p>What isn't?</p> <p>Have you embraced social media?</p> <p>If so, how?</p> <p>Do your students use social media?</p> <p>Your patients?</p>	<p>Embrace change</p> <p>Values innovation</p> <p>Evaluates new tools</p> <p>Leads</p>

Demonstrates ability in project management

Competency	Leading Question	Follow up Questions	Key Criteria
Demonstrates ability in project management; sets realistic project deadlines and meets them consistently.	Provide an example of an unrealistic project deadline that was given to you.	<p>What did you do?</p> <p>What was the outcome?</p>	<p>Accountable</p> <p>Leadership</p> <p>Prioritizer</p> <p>Negotiator</p> <p>Organizer</p>

Demonstrated organizational skills

Competency	Leading Question	Follow up Questions	Key Criteria
Demonstrated organizational skills.	Are you better at working on many things at a time, or are you better at working on and getting results on a	Please give me two examples that illustrate this.	<p>Multitasker</p> <p>Focused</p> <p>Proactive</p> <p>Target achiever</p>

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	few specific things?		Driven/ambitious
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Embraces change

Competency	Leading Question	Follow up Questions	Key Criteria
Embraces change.	Describe for me how you were able to recognize and accept a truly creative idea from a peer and/or subordinate.	<p>Who received the credit?</p> <p>Was the idea fully credited to the creator(s)?</p> <p>Did you have to intervene on the originator's behalf?</p> <p>How have you inspired others to bring forth their best ideas?</p> <p>How have others' creative ideas inspired you?</p>	<p>Use of encouragement and praise</p> <p>Primary functions as leader and/or follower</p> <p>Value of innovation in the unit</p> <p>How credit is allocated for/among team members</p>

Excellent interpersonal and communication skills

Competency	Leading Question	Follow up Questions	Key Criteria
Excellent interpersonal and communication skills; Receptive to input from others and uses diplomacy and tact when providing input and direction.	Give an example of a time when you had to give directions to a co-worker who was not performing well in his or her job.	<p>How did you communicate the issues?</p> <p>What happened?</p> <p>How did it impact your relationship with the co-worker?</p> <p>What would you do differently if you had to do it over?</p>	<p>Good communicator</p> <p>Diplomacy</p> <p>Discretion</p> <p>Professionalism</p> <p>Good manager/leader</p> <p>Sensitivity</p> <p>Recognizes others' input, ideas and skills</p> <p>Open to change</p>

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Experience providing instruction in an academic setting

Competency	Leading Question	Follow up Questions	Key Criteria
Experience providing instruction in an academic setting; brings experience, knowledge, and information to bare in teaching.	How have you incorporated new information, discoveries, and theories into your teaching?	Give an example of a course or workshop you have updated to incorporate changes in that field. What was the outcome? How did students respond?	Initiative Self-development Professional development Proactive Experience Knowledge of field

Experience with evidence-based information retrieval

Competency	Leading Question	Follow up Questions	Key Criteria
Experience with evidence-based information retrieval.	How do you keep up to date with issues in your field?	How did this information change your practice?	Initiative Self-development Professional development

Experiences within health sciences libraries

Competency	Leading Question	Follow up Questions	Key Criteria
Experiences within health sciences libraries; brings experience, knowledge, and information to bare in decision-making.	Provide an example of where your expertise, knowledge or information you obtained impacted the outcome of either your decision or that of your team or improved patient care.	What was the outcome? Was patient care improved? Did student learning improve? What were the cost savings?	Committed to quality Fiscally responsible Proactive Experienced Knowledge of field Self-development Professional development Initiative

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Flexible and adaptable to changing needs, evolving trends, and new ideas

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Flexible and adaptable to changing needs, evolving trends, and new ideas.	Tell us about a time when you were leading a project team (or were a member of a project team) and the specifications, resources, or desired outcomes changed.	How did you manage the changes? What was the final outcome?	Adaptability Positive approach Use of encouragement Team player Good manager/leader Open to change

Knowledge of health information resources

Competency	Leading Question	Follow up Questions	Key Criteria
Knowledge of health information resources; consults the current literature and maintains currency in field of work.	What methodology do you use to keep up with changes in your field?	Give me a recent example.	Committed to quality Fiscally responsible Proactive Experience Knowledge of field Self-development Professional development Initiative

Proactively evaluates and seeks feedback on services provided

Competency	Leading Question	Follow up Questions	Key Criteria
Proactively evaluates and seeks feedback on services provided.	Describe a time when you implemented changes based on feedback provided during a project.	What was the outcome? What cost savings (if any) occurred? Who else (if anyone) did you	Committed to quality Fiscally responsible Willingness to bring quality issues to the attention of appropriate others or to take personal action

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		involve?	
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Problem-solving skills

Competency	Leading Question	Follow up Questions	Key Criteria
Problem-solving skills.	Please give an example of how you have solved a very delicate problem.	What was the result?	Problem-solver

Sense of humor

Competency	Leading Question	Follow up Questions	Key Criteria
Sense of humor.	How do you use humor in your work?	Please give an outcome of the use of humor in the workplace.	Sense of humor Workplace morale Team player Communicator