

Competency Questions

1. Initiative & Commitment to Achieve

1. Tell me about a time when you made a suggestion for improvement to management (ie. SOPs etc)
2. Tell me how you began your flying career
3. Tell me about an achievement you are particularly proud of in your career
4. Tell me about a particularly challenging flight you have done.
5. Describe a situation where you identified a problem and took corrective action to fix it
6. Tell me about a situation that was slightly unusual, where a traditional approach may not have been effective
7. Describe a situation where you really had to persevere to achieve the desired result.

Contra-Behavioral

8. Tell me about a time when you identified a problem, but decided it was not worth the effort to fix it

2. Analysis & Decision Making

1. Tell me about your most difficult day on the flight deck.
2. Tell me about a difficult people-related decision you had to make.
3. Tell me about a challenging technical situation you had to deal with
4. Describe a time when you had to make a difficult decision
5. Tell me about a challenging passenger situation you had to deal with
6. Tell me about a challenging situation you faced with another crew member
7. Tell me about a time when you needed to make a quick decision
8. Tell me about the most difficult decision you had to make in your professional career
9. Describe a time when you were faced with a decision that had many options from which to choose. How did you determine which one to take?
10. Tell me about a time when you applied a creative solution to a problem, i.e. when you had to "think outside the box"
11. Tell me about a time you experienced a situation in which all the evidence suggested that you should take one course of action, but your "gut-feel" suggested another?
12. Tell me about a time when you took control of the aircraft

Contra-Behavioral

13. Tell me about a time when you made a decision without taking all the facts into consideration
14. Describe a situation in which you made an incorrect assumption
15. Tell me about a time when you should have taken more time to make a decision
16. Tell me about a time you took a risk
17. Tell me about a time you feel you made the wrong decision.

3. Interpersonal Skills & Teamwork

1. Tell me about a time you were able to provide your team with recognition for the work they had done
2. Tell me of an instance that you were able to rebuild the team spirit of a crew when the morale was low -
3. Tell me about some of the ways you are able to contribute to a crews effectiveness even though you are not in charge
4. Describe a particularly effective crew you were a member of.
5. Tell me about a time when you had a difference of opinion with a crew member.
6. Recall a difficult work situation where you had to express your opinion.
7. Tell me about a time when you needed to try extra hard to build rapport with a crew member.
8. Can you tell me about a time when you had to reach a compromise or guide others to a compromise?
9. Tell me about the last time you saw crew members disagreeing. What did you do?
10. Describe a time when you had to give constructive criticism to someone.
11. Tell me about the most difficult or frustrating person you have ever had to work with.
12. Tell me about a time when an important decision required the involvement of a difficult person.
13. Tell me about a time when you gave feedback to a Captain.
14. Describe how you set the tone for flights with your crew
15. Tell me about a time when you went out of your way to assist a colleague
16. Give me an example of a time when you felt unsupported in the workplace.
17. Tell me about a time when you asked a crew member for input on a problem you needed to solve.
18. Tell me about a time when you suggested a new idea which resulted in more work for your crew.

Contra-Behavioral

19. Give me an example of when you were not an effective team member
20. Tell me about a time you were disappointed with your teams performance
21. Tell me about a time you lead a team with one or more negative members

Competency Questions Bizzies Patrick Shepherd

Katrin Zwirgmaier



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