



Behavioral Descriptive Interviews

Behavioral Descriptive Interview (BDI)

Based on the principle of:

The best indicator of future behaviour is past behaviour



Why the BDI?

- Province-wide standard covering identified competencies. It focused on the job **COMPETENCIES** and the job requirements... the factors that lead to success.
- Designed to minimize bias from the selection process. Decisions are based on behaviour, not gut feeling, outside biases, and/or stereotypes.
- Has a consistent grading system.
- Has been in use for more than 30 years through municipal police services.



Interview Format

- You will need to answer one question for each of the six competencies.
- Your response must be a specific example to answer the question.
- Remember to spell names slowly.
- You have between seven and nine minutes for each example.



Each event description should include:

STAR

- A specific **S**ituation (Setting, Date)
- A specific **T**ask
- Response **A**ctions and/or feelings (touch, sight, hearing, smell, taste)
- An outcome or **R**esult
- You are the **STAR**
- **Lots of "I" statements**



Situation – Where were you? When were you there? What were you doing?

Task – What duties did you have?

Action – What actions did you or others take? (Be aware of names and titles)

Result – What was the end result of the whole scenario?

Positive or Negative – What was the final outcome? Did you learn anything from the experience?



You must paint a clear picture of a particular experience, detailing how you handled the situation and indication the end result.

The ideal response will let the listener "live" through your experience with you as you recount what occurred.

Don't assume that the interviewers know anything about what you are describing to them. They cannot put their own experiences into your answer.



The competencies are presented in the same order as listed on the gppolice.com website.

If you choose to go to the second question on a competency, we will not go back to the first.

You cannot pass on a competency and come back to it later.

Consider the best dictionary definition of each competency.



How do I start?

1. Document examples and experiences that demonstrate the competencies in a positive manner.
2. We suggest you prepare at least two or three examples for each competency. Be aware of your talking speed!
3. Find experiences from your past (3 – 5 years) in relation to:
 - Work experience
 - School & volunteering
 - Life experiences, family/social



Tips for preparing

Outline examples into STAR format

- Document examples and experiences that demonstrate these characteristics in a positive manner. Start full story, work your way to point form, and then to full memorization (STAR).

Practice in front of the mirror, video yourself, find "objective" people to practice with, and time it!

Compose a mock interview.

Practice tailoring your examples to different questions.

Use people other than family/friends if possible.



Tailoring examples to competencies

- Each example should be able to target multiple competencies.
- Take time prior to answering the question to ensure you are using your best example.
- When composing your examples, write which example is primary to your example and have a second example for each as well.



Ensure your success

Preparation and practice of your responses to anticipated interview questions is critical!



Competencies

1. Adaptability & Decisiveness
2. Initiative & Perseverance
3. Interpersonal Skills
4. Organizational Skills
5. Stress Management
6. Valuing Service & Diversity



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.
- Taking and maintaining a position in a self-assured manner.



Adaptability & Decisiveness key points

- Consider alternatives
- Acting without hesitation
- Defend your decision
- Modify your style if necessary
- Decide on appropriate alternatives
- Try new ideas



Initiative & Perseverance

- Ability to be willing 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.



Initiative & Perseverance key points

- See something that needs to be done and do it without being asked to do it
- Complete tasks with minimal or no supervision
- Overcome roadblocks
- Do not give up despite difficulties
- Look for ways to improve procedures or your performance
- Put in extra effort
- Adjust your plan when goal is unattainable



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 other and working toward consensual solutions to achieve the group's objectives.



Interpersonal Skills key points

- Maintain positive relationships with persons encountered such as coworkers, teammates, partners, etc.
- Share information/knowledge
- Support colleagues
- Initiate discussions, be easy to talk to, open and approachable
- Mediate conflicts, respecting opinions and ideas of others
- Demonstrate high moral and ethical standards
- Support group goals



Organizational Skills

- Ability to identify and set priorities, to plan and effectively allocate appropriate resources.
- To attend to detail so that relevant issues are addressed and high-quality outcomes result.
- How do you STAY ORGANIZED? What tools do you use?



Organizational Skills key points

- Have the right tools, utilizing methods to ensure efficiency
- Prioritize tasks
- Perform multiple tasks at the same time effectively
- Schedule and allocate time for other activities like fitness or volunteering



Stress Management

- Ability to work well under pressure or opposition, while maintaining effectiveness and self-control amid any one or combination of stressors, including emotional strain, ambiguity, risk to self, and fatigue.
- How do you deal with the stress in your life? How do you know you are stressed? What does it feel like?



Stress key points

- Make appropriate decisions under stress
- How do you recognize stress in yourself?
- How did you deal with stress in that moment/situation?
- Healthy practices (exercise, diet, reading, therapy, socializing)



Valuing Service & Diversity

- Ability to be sensitive to client and community needs and perceptions by providing prompt, efficient, and equitable service.
- Involving clients and community in the resolutions of problems that affect them.
- Sensitivity to the diverse social, cultural, ethnic groups or any marginalized people within our city.



Valuing Service & Diversity key points

- Volunteering
- Demonstrate compassion
- What have you learned about other communities?
- Understanding how cultural differences impact a situation
- Leadership role in the community especially involving diverse groups of people



Review

- Keep to the STAR format.
- **Dates first.** Use experiences from the last three to five years.
- Use names of people (spell first and last name).
- "I" statements should be heard throughout.
- Use specific example only – **chronological, concise, and detailed.**



Be aware

- If you are successful in this interview, your application may proceed to a background investigation after the other application steps.
- During this stage, the background investigator may verify your examples for accuracy and consistency. In addition, examples may be subject to review during the polygraph examination.
- It is imperative that you be totally honest in your responses. Embellishments or omissions will negatively impact your success in the selection process.



Common General Interview Errors

- Tardiness – always arrive 10 to 15 minutes early.
- Poor personal appearance – arrive clean cut/shaved, in business attire, etc.
- Lack of tact and/or over confidence, i.e., swearing, inappropriate language, too casual.
- Lack of interest and enthusiasm.
- Not answering the question or not going "deep" enough.
- Lack of preparation for interview.



Coming in & going out strong

- Handshake and a smile
- Remove objects that will cause fidgeting.
- Cell phones OFF.
- It's okay to drink water.
- Try to gain something from the experience.
- Try to control your nerves; show some personality!
- If unsuccessful, try not to be defensive and listen with an open mind.



Thank you. Good luck!



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