



**This guide shares information on each of the Co-op behaviours as well as some helpful tips ahead of your interview.**

**The interview will include questions which focus on your:**

- Skills
- Experience
- Motivation and interest in the role
- As well as competency-based questions on key behaviours required of colleagues and leaders at Co-op.

**The interview will consist of three parts:**

### **Part 1**

Questions to explore your experiences, achievements and career to date, including questions around specific skills and knowledge required for the role.

### **Part 2**

Questions based on specific behaviours which have been identified to be essential in performing well in the role. You will be asked to give a recent example of a situation where you have demonstrated a specific behaviour and talk through your example.

### **Part 3**

Questions about the role, together with the opportunity for you to ask any questions you may have about the role or Co-op.

## Tips for your behavioural interview:

It is best using the STAR method to structure your answer

### **S -Situation**

What was the scenario or problem?

### **T- Task**

What was the goal?

### **A- Action**

What did you do specifically?

### **R- Result**

What was the end result? Use metrics if possible

### **Driving Innovation**

I develop effective, creative & practical solutions in order to meet the needs & challenges facing Co-op, its colleagues, members and community.

**TIP:** Think about how you encourage innovation/new ways of working within your team to deliver improved solutions

### **Forging Relationships**

I take action to build and nurture trusted relationships in order to understand, support and guide others at all times.

**TIP:** Think about how you lead and encourage your team to influence stakeholders

### **Inspirational Communicator**

I communicate in a clear, concise, appropriate, memorable and inspirational manner that engages others and encourages them to trust me. I listen to others first to understand their views.

**TIP:** Think about how you have adapted your communications style to deliver a message

### **Speaking Up**

I speak up in meetings, at work and in my everyday interactions with my colleagues and the wider community, to champion the ways of being at Co-op. I am appropriately open about my thoughts and feelings with others to create a culture of honesty and improvement.

**TIP:** Think about when you've challenged someone else's opinion

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### **Personal Growth**

I am a role model for personal development within Co-op, seeking out opportunities to develop my skills and behaviours at all times to benefit me, my team and the local community.

**TIP:** Think about where you've captured feedback to support your personal development

### **Endless Inclusion**

I welcome open and diverse views at the heart of everything I do. I am endlessly inclusive in my thoughts and actions, showing an active interest in the views, backgrounds and ways of being of my colleagues and the local community.

**TIP:** Think about how you invited others with different perspectives into a conversation or piece of work

### **Vision & Belief**

I am passionate about Co-op's core vision and beliefs, using them build a Co-op culture of commercial success and helping the business grow, by ensuring that they are at the heart of everything my team and I do.

**TIP:** Think about where you have acted with your business values in mind

### **Future Focused**

I am inquisitive and drive my team to show that broad business insight, linked to future focused strategies, leads to commercial success, growth and increased opportunities, so Co-op can win for its colleagues, members and the local communities.

**TIP:** Think about how you have gathered insight to support you in a role/project

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### **Successful Transformation**

I ensure colleagues hold each other accountable for delivering positive and sustainable change, measuring the success of their transformation programmes to enable the business to grow and ensure we are winning as Co-op.

**TIP:** Think about any change initiatives you or your team have been involved in

### **Co-operation**

I encourage co-operation between colleagues to promote an environment of trust, mutual respect and support.

**TIP:** Think about when you've worked in a group to solve a problem or challenge

### **Championing Co-op**

I actively promote Co-op, its people and its unique way of doing business in the wider community

**TIP:** Think about how you have been an advocate for your business and its ways of working

### **Developing Others**

I encourage others to take personal accountability for their performance and development, creating the conditions for success in those around me, by acting as a coach and mentor where appropriate and constantly encouraging them to develop and grow into leaders of the future

**TIP:** Think about how you've coached or supported colleagues to develop themselves