

Financial Planner

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Financial Planner, Relationship Management, Communication skills, Analytical

Competency/Skill	Candidate with this will display
Financial Planner	<ul style="list-style-type: none"> Has relevant qualifications and education such as Accounting Degree Constantly update their knowledge to stay on top of trends, products and the overall market. Considers all relevant factors in a clients portfolio and information to make recommendations and investment planning
Questions	
	What is your typical client portfolio?
	How do you stay updated with the trends or new research in the industry?
	What's the most difficult client you have worked with in terms of technicalities or loan/debt related? How did you manage this case?
Comments	

Competency/Skill	Candidate with this will display
Relationship Management	<ul style="list-style-type: none"> Develops strong relationships with clients to ensure they establish trust Have an open communicative relationship to ensure clients are transparent about their financial position Builds relationships with other professionals such as real estate, solicitors, banks and valuers
Questions	
	How do you build strong relationships with your clients to establish trust?
	How would you manage a relationship with a client who fails to listen or take your professional advice?
	Have you ever worked with a customer or client who you didn't get along with? How did you manage this relationship?
Comments	

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Competency/Skill	Candidate with this will display
Communication Skills	<ul style="list-style-type: none">• Ability to clearly communicate trends and recommendations to clients without jargon• Clearly articulates with stakeholders• Prompt at responding to clients and other stakeholders
Questions	
	Describe a time where you needed to explain a financial term to a client who didn't understand. How did you break this down and ensure they understood your advice and why?
	How do you like to communicate with your clients? Is there any communication medium that you don't utilise? Why?
	Describe a situation where you have had to communicate an unpopular message. How did you go about this?
Comments	

Competency/Skill	Candidate with this will display
Analytical	<ul style="list-style-type: none">• Can look at a large amount of information and decipher what is and is not important to make decisions• Analyses client's financial positions, goals and market trends to make recommendations• Analyses their own performance to help with future clients and learn
Questions	
	How do you go about designing investment tools for individual clients?
	What systems do you have in place to check your work for accuracy or review previous performance?
	What information do you consider when looking at a client's financial position? Why?
Comments	