

# Deloitte.

## LearningSolutions

by Deloitte

# Competency and Behavioural-Based Interviews

28 June 2022 | 9am – 6pm | 6.5 CPE Hours



## Target Audience

Anyone who has the responsibility to conduct job interviews: Team Managers, Human Resource Practitioners, Heads of Departments

## Delivery Mode

Live Webinar

## Facilitator/s

**Susan Fong**  
Senior HR practitioner,  
DISC Behavioral Consultant, SHRM, IHRP and Enneagram Certified Practitioner

## Course Fee

SGD 642.00  
(incl. GST)

**Duration**  
6.5 CPE Hours

## Introduction

How would you like to have staff who not only performs well, is motivated and fits into the team? It starts with hiring the right person and this requires effective interviewing and selection skills from the interviewer. Hiring a misfit can be very expensive and detrimental to the organization.

Instead of using gut feel, a behavioural-based approach can minimize the risk of hiring the wrong person. An effective interview session enhances the professional image of the organization, interviewer and brings out the best selection outcomes.



## Course Outline

- Importance of hiring the right candidate and costs of a mis-hire
- What makes a right fit between candidate and the job/team/organization
- Understand what makes up job competencies and design competency-based questions at interviews
- Design behavioural-based questions based on the organisation's job and organizational requirements
- Planning before the interview, the 5 steps in the interview process, do's and don'ts during interviews
- Effective skills in listening and probing to get the most out of interviews through STAR technique



## Learning Objectives

- Understand the principles and benefits of behavioural-based interviews
- Design and plan for a structured interview process
- Link job description to job competencies
- Formulate and apply behavioural-based questions for interviews
- Know the different methods to assess the candidate
- Take appropriate follow up actions after the interview



### Susan Fong

Senior HR practitioner  
DISC Behavioral Consultant  
SHRM, IHRP and  
Enneagram Certified  
Practitioner

## Speaker / Trainer Bio

Susan brings with her more than 20 years of working experience in the field of Human Resource Management and Development. Her experience spans across industries like telecommunications, market research, information technology and healthcare. She was in management positions for various organisations and is currently an HR consultant, leadership trainer and ICF associate certified coach.

Susan holds a Bachelor of Business in Business Administration (Distinction Award) from RMIT University and also a Graduate Diploma in Personnel Management (Bronze Award) from the Singapore Institute of Management. She is a Certified Professional with Institute of Human Resource Professionals.

# Registration

(Closing date: 7 days before the commencement of the course)

[Register](#) your interest in our courses or scan QR code below.



## Corporate

Empower your finance team to upskill and reskill. We partner with you to curate programmes unique to your organisational needs in consistent and measurable practice throughout.

[Contact us](#) to kick start your learning journey with [LearningSolutions](#) by Deloitte.

## Individual

**Option 1:** Receive **20%** off total course fee when you select 3 or more courses

**Option 2:** Receive **10%** early bird discount to any course except Digital Transformation 1 month before the registration deadline.

## Note

1. The purpose of this form is to collect your information in order to facilitate your registration and participation in [LearningSolutions](#) by Deloitte. The information you provide will be disclosed to third party vendors who are involved in the provision or facilitation of the aforementioned course. Deloitte may also disclose your information to the Accounting and Corporate Regulatory Authority ("ACRA") for purposes of regulatory compliance with Continuing Professional Education ("CPE") requirements for public accountants.
2. Full payment should be made 3 days prior to the seminar and/or webinar.
3. You will receive a confirmation email from us within 3 – 5 business days from the date of registration and an invoice with the total course fees payable will be sent together with payment details.
3. Upon receipt of registration, any request for cancellation or replacement must be confirmed in writing at least (7) business days prior to the seminar and/or webinar. We regret that fees are non-refundable. Substitution by a replacement participant is permitted.
4. Late cancellation fee will be imposed for cancellation less than (7) business days prior to seminar and/or webinar commencement or no show.
5. We reserve the right to make any amendments to the programme, cancel the webinar and/or have speaker replacements, if warranted by circumstances beyond our control. (e.g. COVID-19 pandemic related matters).
6. All fees are inclusive of 7% GST and materials.
7. By submitting the registration, you agree to receive emails of reports, articles, event invitations and other information related to Deloitte products and services. You understand you may unsubscribe at any time by clicking the link included in the emails.

8. By submitting the registration, you acknowledge that you have read and accepted the [Terms of Use](#) and you agree to the use of information as described in the [Privacy Statement](#). You further acknowledge and agree that information provided by you as part in this registration form will be used by Deloitte in connection with the registering and facilitating of your participation in this course, and will be disclosed to relevant third party vendors who are involved in the provision or facilitation of the aforementioned course, and ACRA for purposes of regulatory compliance with CPE requirements for public accountants

## Enquiries

General enquiries (i.e., courses, corporate training, billing related matters), please contact us at [seadlsenquiries@deloitte.com](mailto:seadlsenquiries@deloitte.com)

Enquiries relating to DLS platform, please contact us at [seadls@deloitte.com](mailto:seadls@deloitte.com)

## Payment (to be made upon receipt of the tax invoice)

### Online Payment

**Telegraphic transfer** is to be forwarded to Australia and New Zealand Banking Group Limited.

**A/C Name:** Deloitte & Touche Business Advisory Pte. Ltd.  
**Singapore Dollar A/C:** 17947300001  
**US Dollar A/c No.:** 17947300013  
**SWIFT Code:** ANZBSGSX  
**Bank Code:** 7931  
**Branch Code:** 050.

Kindly indicate **invoice number** under remarks and/or comments.

### PayNow

In your PayNow application, kindly select Unique Entity Number (UEN) and enter 199301778H, Deloitte & Touche Business Advisory Pte Ltd.

Alternatively, you may scan the below QR code to make payment.



Kindly enter **Invoice number** under "Transfer Details".

## Registration and Payment for Digital Transformation Courses

For **Digital Transformation** courses, you may proceed with your registration and payment from the respective links in our [Course Catalogue](#).

Should you have queries on **Digital Transformation** courses, you may write in to [searaeducation@deloitte.com](mailto:searaeducation@deloitte.com).



Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited (“DTTL”), its global network of member firms, and their related entities. DTTL (also referred to as “Deloitte Global”) and each of its member firms are legally separate and independent entities. DTTL does not provide services to clients. Please see [www.deloitte.com/about](http://www.deloitte.com/about) to learn more.

Deloitte is a leading global provider of audit and assurance, consulting, financial advisory, risk advisory, tax and related services. Our network of member firms in more than 150 countries and territories serves four out of five Fortune Global 500® companies. Learn how Deloitte’s approximately 286,000 people make an impact that matters at [www.deloitte.com](http://www.deloitte.com).

#### **About Deloitte Southeast Asia**

Deloitte Southeast Asia Ltd – a member of Deloitte Touche Tohmatsu Limited comprising Deloitte practices operating in Brunei, Cambodia, Guam, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam – was established to deliver measurable value to the particular demands of increasingly intra-regional and fast growing companies and enterprises.

Comprising approximately 370 partners and 9,740 professionals in 25 office locations, the subsidiaries and affiliates of Deloitte Southeast Asia Ltd combine their technical expertise and deep industry knowledge to deliver consistent high quality services to companies in the region.

All services are provided through the individual country practices, their subsidiaries and affiliates which are separate and independent legal entities.

#### **About Deloitte Singapore**

In Singapore, services are provided by Deloitte & Touche LLP and its subsidiaries and affiliates.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the “Deloitte Network”) is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person who relies on this communication.

Deloitte & Touche LLP (Unique entity number: T08LL0721A) is an accounting limited liability partnership registered in Singapore under the Limited Liability Partnerships Act (Chapter 163A).