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Competency and Behavioural-Based Interviews

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

Physical Seminar |
Live Webinar

Facilitators

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

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.

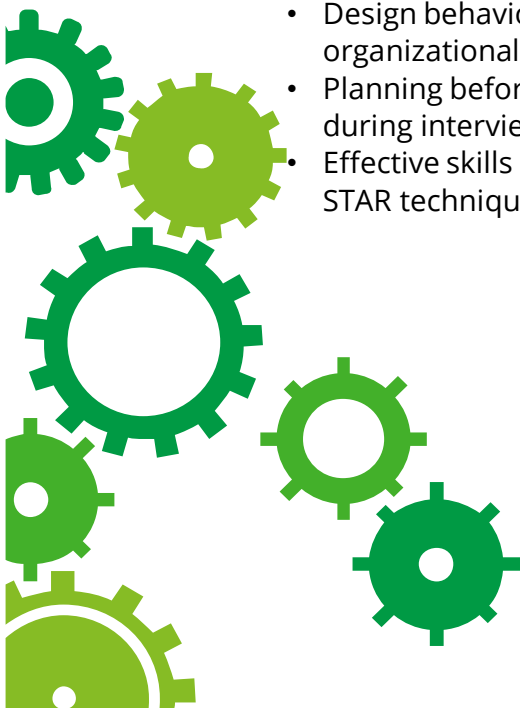


Course Outline

- 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



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