BEHAVOURIAL AND INTERVIEWING SKILLS TO HIRE RIGHT

This course equips participants with the essential knowledge and skills to conduct effective competency and behavioural-based interviews, focusing on structured questioning techniques to evaluate candidates based on key competencies and past behaviours. Participants will understand the fundamentals of these interview types, develop skills to prepare and conduct them, learn to evaluate candidate responses using objective criteria, and practice through role plays and feedback sessions, ensuring informed hiring decisions.

⭐ **5** ⭐

Things that you will learn

Design competency-based and behavioural interview questions.

Apply structured questioning techniques to probe candidates' past behaviours.

Objectively evaluate candidate responses and avoid common interview biases.

Conduct effective competency-based interviews through role plays and hands-on practice

Date
10 – 11 June 2024

Time
9.00 a.m. – 5.00 p.m.

Venue
Hotel Concorde, Kuala Lumpur

Early Bird : RM3,040
Register before 7 April

Normal Fee : RM3,300
(Including SST)

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DAY 1

Module 1: Introduction to Competency-Based and Behavioral Interviews
- Understanding the principles of competency-based and behavioral interviews.
- Differences between traditional and behavioral interviews.
- Why behavioral interviews are effective in predicting future performance.

Module 2: Preparing for Interviews: Competency and Behavioral Focus
- Structuring interviews to assess key competencies.
- Developing interview guides and question banks based on competencies.
- Ensuring consistency in the interview process.

Module 3: Understanding Behavioral Interview Techniques
- Introduction to the STAR (Situation, Task, Action, Result) method.
- Crafting effective behavioral questions.
- Encouraging candidates to provide specific examples from past experiences.

Module 4: Asking the Right Questions: Probing Techniques
- Developing probing techniques to get deeper insights into candidate responses.
- Encouraging specificity in candidate answers.
- Recognizing when to ask follow-up questions.

DAY 2

Module 5: Evaluating Responses Against Competency Criteria
- Establishing objective scoring criteria for competency-based responses.
- Identifying competency indicators in candidate answers.
- Practical exercises in evaluating responses.

Module 6: Avoiding Common Pitfalls in Competency-Based Interviews
- Recognizing and mitigating biases in the interview process.
- Avoiding common mistakes in competency-based interviews.
- Ensuring fairness and consistency in the interview process.

Module 7: Post-Interview Evaluation and Decision Making
- Conducting effective post-interview debriefs.
- Making fair hiring decisions using competency-based evaluation criteria.
- Documenting and analyzing interview outcomes.

Module 8: Competency-Based Interview Role Plays and Practice
- Participants conduct mock interviews using competency-based and behavioural methods.
- Role-play scenarios with feedback and critique.
- Wrap-up session and final Q&A.

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Trainer's Profile

The Trainer is a seasoned corporate trainer, consultant, and writer with a robust foundation in human resources. Holding a degree in Jurisprudence from the University of Oxford and certified as an HRD Corp trainer, this Trainer brings over 25 years of invaluable expertise to the corporate arena. Throughout his distinguished career, he has played pivotal roles in diverse industries, including education, holding companies, financial institutions, media, FMCG, oil & gas, manufacturing, and ICT. His primary focus has consistently revolved around human resources, encompassing various strategic aspects such as training, leadership and talent development, process improvement, project management, and HR department leadership. The Trainer's hands-on experience extends beyond training, as he has held leadership positions within HR departments, excelling as an HR Business Partner, HR Generalist, Recruitment Manager, Head of Rewards for a global company, and Industrial Relations Manager. His multifaceted background uniquely positions him to deliver comprehensive and specialized HR-related training sessions.

Registration Details

PARTICIPANT DETAILS

Name:

Position:

Department:

Contact Number:

Email:

Name:

Position:

Department:

Contact Number:

Email:

ADMIN DETAILS

Name:

Position:

Department:

Company:

Contact Number:

Email:

Address:

Payment Method: ☐ Direct Payment   ☐ Claim HRD

Notes:
- *For cancellation less than 14 days before or non-arrival on the training day, no refund will be given. Substitution is allowed.*
- *Should the number of participants be too low to make the course a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.*
- *HRDC grant application shall be applied and approved before the training day. Maximum claim from HRDC is RM1,750 per day. The balance, if any, is to be topped up by client.*

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