

# Behavioural & Interviewing Skills

*to hire right*

**1- 2 October, 2025**

**9 am to 5 pm**

**Webinar**

## Learning Outcomes:

- Design competency-based and behavioural interview questions using STAR method.
- 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.

*Don't pay the price  
for the wrong hire!*

**BONUS MODULE:**

## EMPLOYMENT CONTRACT STAMPING

*What it means,  
Why it matters,  
How to handle it the smart way.*

**FEE: RM1,280** (inc 8% SST)

*July's session achieved a **4.8/5 rating**,  
based on participants' feedbacks.*

- "Good knowledge especially for me in recruitment"
- "The training is so fun"
- "Everything was nice"
- "Good workshop"

**FOR REGISTRATION  
AND INQUIRIES :**



**010-393 2800  
010-238 7806**



afiqah@symphonydigest.com  
sarah@symphonydigest.com



www.symphonydigest.com  
www.doshu.com.my



# Behavioural & Interviewing Skills



## DAY 1

### Module 1: Introduction to Competency-Based and Behavioural Interviews

- Understanding the principles of competency-based and behavioral interviews.
- Differences between traditional and behavioural 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 Behavioural Interview Techniques

- Introduction to the STAR (Situation, Task, Action, Result) method.
- Crafting effective behavioural 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.
- Recognising 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

- Recognising 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 analysing interview outcomes.
- Employment contract stamping - What it means, how it affects you, and the best way to handle it.

### 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.

# Behavioural & Interviewing Skills



## Trainer's Profile

Consistently  
rated 4.9/5

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 an accredited HRD Corp trainer, he 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. Throughout his roles in HR, the Trainer was heavily involved in developing and delivering internal training on anti-sexual harassment awareness, prevention strategies, and policy implementation.

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 specialised HR-related training sessions.

With a deep commitment to fairness, cultural sensitivity, and practical application, the Trainer has designed a safe learning spaces where difficult topics can be addressed with empathy and dignity.

## Registration Details

### PARTICIPANT DETAILS

Name:
Position:
Department:
Contact Number:
Email:
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Name:
Position:
Department:
Contact Number:
Email:

### ADMIN DETAILS

Name:
Position:
Department:
Company:
Contact Number:
Email:
Address:
Payment Method: <input type="checkbox"/> Direct Payment <input type="checkbox"/> Claim HRD

#### Notes:

- Cancellations made less than 14 days before the training date or non-attendance on the day of training are non-refundable. Substitution is allowed.
- Once registration is confirmed, the client is fully liable for the course fee, regardless of whether payment is made directly or through the HRDC grant, and even if participants do not attend the training.
- Clients who opt for direct payment must ensure full payment is made before the training date.
- HRDC grant applications must be submitted and approved before the training date. The maximum claimable amount is RM1,750 per participant per day. Any shortfall between the approved grant and the course fee must be topped up by the client.
- Should the number of confirmed participants be too low to ensure a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.