

# COMPETENCY-BASED BUSINESS BEHAVIORAL INTERVIEW

## *How Do You Interview Effectively?*

The mistake of employing the wrong person for the job is very costly to correct. As such, one must ensure that one hires correctly. To do this, one must be able to discern whether a short-listed candidate will be suitable for the job at the interview stage itself. This job-person suitability could be achieved by using behavioural interviewing.

Behavioural based interviewing is interviewing based on discovering how the interviewee acted in specific employment-related situations. The logic is that how you behaved in the past will predict how you will behave in the future, i.e., past performance predicts future performance. This course will equip and teach you how to do it right.



### OBJECTIVE

At the conclusion of this program, participants will be expected to:

- **Know** the common pitfalls of conducting selection interview
- **Establish** the types of interviewing questions and determine their application, benefit and relevance in the interviewing process:
  - Open-ended and probing questions
  - Leading and closed-ended
- **Distinguish** between structured and non-structured interview
- **Determine** the particular behaviours and competencies the job requires
- **Prioritize** the competencies and behaviours relevant to the job specifications and requirements while taking into account the team and environment the candidate will be working in
- **Understand** the importance of good preparation prior to interview
- **Know how to apply and conduct** competency based interview

### WHO SHOULD ATTEND

Senior Executives, Middle Managers, Departmental Heads, Management Staff and anyone involved and interested in conducting interviews and recruitment.

### COURSE APPROACH

- 15% Interactive lecture in an engaging atmosphere.
- 70% Case studies, Games, Role Plays, Movie Clips, participative fun activities including personality profiling (HANDS ON).
- 15% Group discussions and group presentations.

## **COURSE OUTLINE**

### **Module 1 – Introduction**

- Basic Facts of interview
- Talent Hunt for Most Companies
- Best Practices for Best Results
- Define the 'A" Players
- Consequences of Wrong Hires
- Why do People end up in the Wrong Jobs?
- The components of Job Performance
- Abilities of High Performers
- The Right Person, Not the Best Person
- Right Person in The Right Job
- How to build Job Profile / Competency – The Bedrock?
- Define Key Result Areas

### **Module 2 – Interview Preparation**

- Background Information collected prior to the Interview
- Developing Job Related Questions
- Question Types
- Situational Questions
- Behavioural Description and Behavioural Consistency Questions
- Job Knowledge and Self-Assessment Questions
- Background and Philosophical Questions
- Rating Criteria
- Types of Behavioural Styles

### **Module 3 – Behavioural Based Interviewing**

- The Iceberg Model
- What is more Important Attitude (Behaviour) or Ability?
- Behavioural Based Interviewing
- Benefits of Behavioural Interview
- Premise of Behavioural Interview
- The Different Questioning Techniques
- The STAR Method for Behaviour Based Interviewing
- Develop Behavioural Questions
- Behaviour-based Interview Sample Question
- Question Categories

## Module 4 – The Interview in Action

- **Before The Interview (Planning)**  
**Determine Interview Format: Who & How**
  - ❖ Who Will Conduct the Interview?
  - ❖ Order the Questions
  - ❖ Set an Interview Schedule
  - ❖ Decide How You Will Rate the Answers
- **On The Interview Day (Techniques)**  
**Interview Candidates**
  - ❖ Set a Relaxed Atmosphere
  - ❖ Briefly Describe the Job
  - ❖ Discuss Any Special Requirements of the Position
  - ❖ Close the Interview

## Module 5 – Interview Decision Making

- After The Interview
  - ❖ Decide Which Candidate Best Meets the Established Criteria
  - ❖ Review all of the information
  - ❖ Decide if you have a suitable candidate

## Module 6 – Closing and Action Plan

- Interview Tools
- Tested Competency Based Questions



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