

BEHAVIORAL INTERVIEWING SKILLS AND TECHNIQUES

DATE: 3-4 May / 20-21 September / 13-14 December 2023
14-15 March 2024

FEE: RM1,100

DURATION: 2 Days

HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

The employment market is predictably getting more and more sophisticated; employers and candidates both demand a lot of each other. Managers and executives who are required to recruit often find the exercise stressful. And yet, many staff resigns within a year. This is a common syndrome; sad but true. This means that the whole weary process begins all over again – advertisement, shortlisting, interviews, selection, offer, induction, training and lot of executive time and expenses are taken up.

Behavioral 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. Effective interviews to select the right candidates will save a lot of headache and time, and boost general morale of staff and management alike

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Structure an interview guide for personal use
- Establish rapport with applicant with G.E.T.
- Conduct the interview in an exploratory manner
- Lead with facilitation skills to probe for attitude and skills
- Probe with creative questioning techniques
- Evaluate effectiveness of the interviewing skills

METHODOLOGY

- Throughout the workshop, there is a mix of presentations, role plays activities, using the integrative Learning System (ILS) approach to internalize the learning of the workshop. Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn's Learning Styles. EQ (Emotional Intelligence) will be emphasized here.

WHO SHOULD ATTEND

- Mid/Senior Level Manager
- First Level Manager
- Executive/ Supervisory

FACILITATOR

Amy Wan-Ratos

She has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. She founded Pinnacle Performance in 1993. Amy also is a certified EQ trainer by 6 Seconds (USA) and a certified NLP Practitioner from ISNS (USA). She also holds a TAA004 certificate in Work-based Training, accredited by the Australian AWBT.

PROGRAM CONTENT

Module 1

Interviewing Basics

- Types of interviews
- Characteristics of a good interviewer
- Traditional vs Behavioral vs Experience Interview
- 6 Tips to Hire for Attitude

Module 2

Interview Guide And Process

- 6 steps to a structured interview guide, 5 key areas
- Establishing rapport with applicant
- 8 golden rules
- Selling the company's image
- Alternative strategies

Module 3

Behavioral Interview

- Preparation for Behavioral Interview
- Review the Job Posting
- Review Company Specific Interview Questions
- During the Behavioral Interview
- Top 10 Behavioral Interview Questions

Module 4

Effective Listening And Questioning In An Interview

- Probe and verify past experiences
- Secondary questioning techniques
- Biggest Mistake With Behavioral Interview Questions
- Check questions interviewee should / should NOT ask

Module 5

Creative Questioning Methods

- STAR model to probe for leadership potential
- ORID system of interview
- NLP investigative questions
- Responding and expanding

Module 6

Leading With Facilitation Skills

- Basic techniques of facilitation
- Different approaches to interviewee's responses
- Sample Behavioral Interview Questions
- Modifying to each specific department and job level needs

Module 7

Evaluate Effectiveness

- Evaluation of interviewing skills
- Interviewer's checklist

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 2
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 3
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 4
		End of the day

Day 2

9:00am - 10:30am	:	Module 5
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 6
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 6 (<i>Continue</i>)
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 7
		End of the day

