TRAINING OUTLINE

COURSE TITLE	Competency & Behavioral-Based Interviewing Skills for Hiring Manager
DURATION	2 days

Introduction

In the quest to build high-performing teams, the ability to identify and select top talent is paramount for hiring managers. Finding the right person for the job is critical in ensuring that the team accomplishes its best work while achieving organizational goals. This 2-day program equips hiring managers with the skills and techniques necessary for conducting competency and behavioural based interviews (CBBI) that reveal a candidate's potential and cultural fit. In acquiring the techniques of CBBI, participants will immediately play a pivotal role in shaping their organization's future success.

Training Objective

Completing this course will enable Hiring Managers to:

- Understand the significance of behavioural interviewing in the recruitment process.
- Identify job competencies and craft effective behavioural interview questions.
- Evaluate resumes and select the best candidates for interviews.
- Demonstrate the ability to promote the organization using Employer Value Proposition.

Who Should Attend?

HR and non-HR professionals who are responsible for recruitment activities.

Learning Methodologies

Interactive presentations, case studies, role-play

Course Content

DAY 1

9.00 am – 1.00 pm

Introduction, Ice Breaking & Context Setting

Module 1: Importance of Hiring Right

- Significance of making the right hiring decisions
- Impact of a wrong hire.
- Learning Activity: Group discussion on personal experiences and challenges in the hiring process.

Module 2: Employer Value Proposition

- EVP and its importance in attracting talent
- Integrating EVP into the CBBI process
- Group brainstorming: How to leave candidates with a lasting positive impression of your EVP.

2.00 pm – 5.00 pm

Module 3: Role Analysis & Competency

- Understanding KSAO and Competency
- Role Analysis and Job Description
- Practical exercise: Identify job competencies

Module 4: Hiring Bias

- Types of bias
- Common biases that impact decision-making in recruitment
- Reflection Activity: Unbiased Canvas

DAY 2

9.00 am – 1.00 pm

Module 5: Interview Etiquette

- General Interview Process: Before, During & After
- Interviewer Quality
- DISC Profiling Tool
- Learning Activity: Group discussion on qualities that a good interviewer should have

Module 6: Overview of CBBI

- Traditional interview vs. Competency & Behavioural Based Interview
- Types of competencies
- Developing behavioural interview questions
- Learning Activity: Pairing activity where participants work together to create STAR-i questions for specific job roles.

Course Content

2.00 pm – 5.00 pm

Module 7: Engaging with Candidates

- Analysing non-verbal behaviour during interviews.
- Active listening and probing techniques.
- CV screening
- Learning Activity: Groups discussion on interview "red flags"

Module 8: Conducting CBB Interviews

- The interview structure: introduction, questions, and closing.
- Mock interviews and feedback.
- Learning Activity: Mock interviews and trainer/peer feedback for improvement and learning.

END