BEHAVIOURAL INTERVIEW SKILLS

Certificate of Completion: Behavioural Interview Skills

Course Code: M009/25

Duration: 8 Hours

Delivery Format: Hybrid

Target Audience:

This program is tailored for HR professionals, department heads, and employees with hiring responsibilities, aiming to enhance their competency-based interview skills for optimal candidate selection.

Program Outcomes:

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

- Grasp the types and importance of competencies in the hiring process.
- Learn to use information from the Manpower Requisition Form to enhance the hiring process.
- Learn to utilize the STAR technique in behavioral interviews.
- Learn how to select candidates who align best with the job requirements.

Detailed Syllabus

Module 1: Introduction to Effective Interviewing Skills

Outcome: Participants will understand the fundamental principles of effective interviewing.

Topics:

- Understanding the importance of effective interviewing skills
- Creating a comfortable and supportive interview environment

- Setting clear expectations for candidates
- Ensuring a positive candidate experience

Activities:
- Group discussion: Sharing experiences and challenges in interviewing.
- Role-playing: Practicing creating a welcoming interview environment.

Assessments:
- Observation of role-playing scenarios.
- Short reflection on key elements of effective interviewing.

Module 2: Introduction to Behavioral Interviewing

Outcome: Participants will understand the principles and benefits of behavioral interviewing.

Topics:
- Defining behavioral interviewing
- Understanding the rationale and benefits of behavioral interviewing (past behavior predicts future performance)
- Contrasting behavioral interviewing with traditional interviewing methods

Activities:
- Interactive lecture: Explaining the core concepts of behavioral interviewing.
- Case study analysis: Identifying why traditional interviews might be less effective.

Assessments:
- Short answer questions on the definition and benefits of behavioral interviewing.
- Comparison exercise: Identifying the differences between behavioral and traditional interview questions.

Module 3: The STAR Method

Outcome: Participants will learn and be able to apply the STAR method effectively in behavioral interviews.

Topics:
- Introducing the STAR (Situation, Task, Action, Result) method

- Understanding how to structure behavioral questions using STAR
- Learning how to actively listen and probe for details using STAR
- Practicing how to effectively document candidate responses using STAR
- Crafting insightful interview questions using the STAR framework

Activities:
- Interactive workshop: Breaking down each element of the STAR method with examples.
- Role-playing: Practicing asking and responding to STAR-based interview questions.

Assessments:
- Observation of role-playing scenarios focusing on STAR application.
- Evaluation of STAR-based interview questions created by participants.

Module 4: Identifying Key Competencies

Outcome: Participants will be able to identify and assess key competencies relevant to job roles.

Topics:
- Identifying the essential competencies required for the job
- Understanding how competencies align with organizational values
- Designing interview questions with clear behavioral indicators
- Developing specific behavioral indicators to look for in candidate responses

Activities:
- Competency mapping exercise: Linking job responsibilities to key competencies.
- Group discussion: Defining behavioral indicators for specific competencies.

Assessments:
- Exercise: Identifying key competencies for a given job description.
- Developing behavioral indicators for chosen competencies.

Module 5: Active Listening and Probing

Outcome: Participants will develop and practice active listening and effective probing techniques.

Topics:

- Developing active listening skills to elicit comprehensive responses
- Understanding how to probe deeper into candidates' experiences
- Using effective questioning techniques to uncover relevant details
- Recognizing verbal and non-verbal cues during interviews

Activities:

- Active listening exercises: Focusing on different listening techniques.
- Role-playing: Practicing probing questions to gain more detailed information.

Assessments:

- Observation of role-playing scenarios focusing on active listening and probing.
- Analysis of interview transcripts to identify effective probing questions.

Module 6: Creating a Structured Interview Guide

Outcome: Participants will learn how to develop structured interview guides to ensure consistency and fairness.

Topics:

- Developing a structured interview process for consistency and fairness
- Creating standardized questions for all candidates
- Establishing clear evaluation criteria
- Collaborating with hiring teams to align on evaluation criteria

Activities:

- Group exercise: Developing a structured interview guide for a specific role, including key questions and evaluation criteria.
- Discussion: Sharing best practices for ensuring fairness and consistency in interviews.

Assessments:

- Evaluation of the structured interview guides created by participants.
- Discussion: Identifying potential biases and how structured guides can mitigate them.