



ADVANCED COMPETENCY Based Interview -CBI

Course Introduction:

Advanced Competency Based Interviewing is a style of interviewing that was developed in the 1970's by industrial psychologists. This style explores behavioral interviewing asserts that "the most accurate predictor of future performance is past performance in a similar situation." Currently, most organizations are using competency based interviewing to some degree. Unlike traditional interviews, Competency interviewing emphasizes past performance and behaviors. As a consequence, candidates unprepared for the rigor. This course will equip anyone in the practice of recruitment with the right skills to select the best candidate.

Course Objectives:

On completing this program, participants will:

- Principles and benefits of competency-based interviews
- Developing effective interview questions in alignment with job requirements and selection criteria
- Interviewing skills and techniques including active listening, probing, questioning, reading non-verbal clues or body language
- Assessing the candidate and making recommendations
- Human Behavior

Methodology:

- Accelerated Training Approach- Learning Design Re-patterning
- Problem Based Learning
- Role-Play and Activity
- Case Scenario Analysis

Who Should Attend?

Managers, executives and new HR executives who have to conduct selection interviews.

Course Outline:

Exploring Competence Based Interview

- Traditional Interviews Vs Behavioral
- Interviews
- Case Studies an overview

Fundamentals of Competency Based Interview

- The Structure
- Skills & Competencies
- Questions

Preparing for the interview

- Understanding Competency Framework

The Art of Questioning

- Probing
- Tonality & Pitch
- Verbal Punctuation

Different styles for different types

- Open
- Multiple
- Leading
- Hypno Tactical

Crafting your own questions – The Art Of Listening

- Listening Vs Hearing Closed
- Active Listening

Behavior Analysis – Body Language

- Verbal
- Non-Verbal

Advanced Behavior Profiling Through Observation

- Analyzing Language Patterns
- V.A.K

Conducting The Interview Effectively

- S.T.A.R approach

Interviewing Strategies

- One-on-One
- Pairing

- Panel

Interviewer's common mistakes

- Time Frame
- Mental Frame

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session