



# SUCCESSFUL BEHAVIORAL Interview Techniques for Managers

## Course Introduction:

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Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This workshop will give you the skills and tools to hire successful candidates.

## Course Objectives:

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**By the end of this programme, the participants will be able to:**

- Recognize the costs incurred by an organization when a wrong hiring decision is made
- Develop a fair and consistent interviewing process for selecting employees
- Prepare better job advertisements and use a variety of markets
- Be able to develop a job analysis and position profile
- Use traditional, behavioral, achievement oriented, holistic, and situational (critical incident) interview questions
- Enhance communication skills that are essential for a skilled recruiter
- Effectively interview difficult applicants
- Check references more effectively
- Understand the basic employment and human rights laws that can affect the hiring process

## Who Should Attend?

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This programme is intended for all HR Professionals and line managers who want to improve their interview skills.

## Course Outline:

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### **History Of The Interviewing Process**

- A Brief On The History Of The Interviewing Process
- Alfred Binet's Ideas
- Stress Interviewing
- Structured Interviewing

### **The Recruitment And Selection Process**

- The Six Stages Of The Hiring Process

### **Factors In The Hiring Process**

- Examine The Three Levels Of Factors In The Hiring Process

### **Cost Analysis**

- Analyze The Cost Of Hiring An Employee

### **Job Analysis And Position Profiles**

- The Second Stage Of The Hiring Process
- Performing A Job Analysis
- Writing A Position Profile

### **Determining The Skills You Need**

- What Technical And Performance Skills The Candidate Will Need

### **Finding Candidates**

- The Advantages And Disadvantages Of Various Advertising Methods

### **Advertising Guidelines**

- The Ten Tests Of Advertising

### **Screening Resumes**

- The Stack Of Resumes?
- What Is A Resume Screening Guide? How To Develop One, And How To Use It?

### **Performance Assessments**

- Choose To Have Candidates Complete A Technical Or Performance Exercise
- Types Of Exercises

### **Problems Recruiters Face**

- Common Mistakes Recruiters Make And How To Avoid Them

### **Interviewing Barriers**

- Some Human Mistakes That Recruiters Make

### **Non-Verbal Communication**

- Explore Some Of The Non-Verbal Signals That Recruiters Are Giving And Receiving, During An Interview

### **Types Of Questions**

- How To Use Open Questions, Closed Questions, And Probes
- Case Study: Itlex Manufacturing
  - Mitchel Hampton Figure Out Why He Had To Fire An Employee He Recently Hired.

### **Traditional Vs. Behavior Interviews**

- What Behavioral Interviewing Is? And How It Differs From Traditional Interviewing
- Develop Some Sample Behavioral Questions

### **Other Types Of Questions**

- Two More Key Types Of Questions That Can Be Used During An Interview:
  - Achievement Oriented And Holistic. Participants Will Take A Brief Look At Both Types

### **The Critical Incident Technique**

- Another Type Of Interview Question:
  - Asks The Candidate How They Might Behave In A Certain Situation?
- Explore Why These Questions Are So Valuable, How To Develop Them, And How To Use Them

### **Listening For Answers**

- Listening For What The Candidate Does And Does Not Say
- Learn Some Key Listening Skills

### **Difficult Applicants**

- Learn Ways To Get The Information Out Of These Types Of People
  - Role Play One Of Four Difficult Applicants In A Mock Interview

### **Interview Preparation And Format**

- Steps That Should Do Before, During, And After The Interview

### **Other Interview Techniques**

- Five Of The Most Common Methods

### **Scoring Responses**

- How To Use Performance-Based Rating Scales

### **Checking References**

- How To Check References And Use A Reference Guide

### **Human Rights**

- Some Key Human Rights Issues That Recruiters Face

## Course Methodology:

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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:

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**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:

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

## Course Timings:

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### Daily Course Timings:

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|---------------|----------------------------|
| 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               |