

# Competency-Based Interviewing

## INTRODUCTION

- This Competency-Based Interviewing training course delivers a range of practical and proven Competency-Based and behavioural interviewing techniques. Selecting the best person for any internal or external position is a vital skill for any manager and can improve retention, lower costs and improve performance.
- The focus of the training course will be on competency and behavioural Interviews. These types of interviews are based on the idea that past behaviour is the best predictor of future behaviour and performance. They are now regarded worldwide as one of the most effective selection methods and are more valid and reliable than traditional historical or CV based interviews (also called unstructured interviews).
- This very practical training course will be taught in an engaging and participative way. Participants learn the latest and proven techniques in interviewing and leave with an enhanced sense of involvement and participation in the interview process.

This training course will highlight:

- The process involved in Competency-Based Interviewing (CBI)
- Mistakes you should not make when using CBI or Behavioural Interviewing
- The essential communication skills for CBI
- Understanding the 'two-way' nature of effective interviewing
- Conducting interviews using a competency and behavioural model

## OBJECTIVES

At the end of this course, participants will learn to:

- Apply a competency-based model to interviewing
- Describe the steps to carry out an effective competency-based interview
- Follow a proven structure to achieve the outcome required
- Learn how to structure, ask, and score effective behavioural questions
- Appreciate the advantages and disadvantages of interviewing

## ORGANISATIONAL IMPACT

- The selection of the best candidates using the most effective techniques
- People trained in the latest and most effective interview techniques
- Improved talent management, engagement, and retention
- Increased organisational performance through effective selection and interviewing

## PERSONAL IMPACT

- Participants will learn the latest and proven techniques in interviewing
- Development of practical and transferable skills
- An increased sense of involvement and participation in the interview process
- Development of practical skills in interviewing

## WHO SHOULD ATTEND?

This training course is suitable to a wide range of professionals but will greatly benefit:

- Any leader, manager, or supervisor who conducts interviews
- All HRM Professionals and HR Business Partners
- Anyone who needs to learn how to conduct competency or behavioural interviews

## Course Outline

### Introduction to Competency-Based Interviewing (CBI)

- An overview of the recruitment and selection process
- Why interview, and what are the types of interview?
- Who is the best candidate, and how do we select them?
- Understanding competencies and behaviour
- The importance of competencies in predicting behaviour

### The Essential Communication Skills for CBI

- Practical steps for conducting a competency-based interview (WASP Model)
- Understanding body language and paralanguage
- Developing your questions to suit the needs of your organisation
- The skill of asking competency questions

### Selecting the Best Candidate Using CBI and Behavioural Interviewing

- What you should avoid during interviews
- Competency-based interviewing ethics
- Ending the interview – positioning yourself as an Employer of Choice