

Right Hires with Behavioural Event Interviews

2 Day Interview Skills Workshop

Suitable for

Whoever conducts interviews – Hiring Managers such as Managing Directors, CEOs, COOs, CTOs, Chief of Human Resources, Executive Directors, Departmental Heads, team leaders etc. HR & Executive Search related such as Recruiters, HR staff that conducts interviews, Search Executives & even headhunters.

Course Description

This Training emphasizes on Col. John C. Flanagan's Critical Incident Technique and S.T.A.R. methodology to ensure the Behavioural Interviews are structured.

Ultimately, the good recruitment and selection interview will assess candidates against each essential criteria or competency, asking questions that include:

- Past behaviours and performance
- Learning from past behaviours
- Future adaptability to new post
- Knowledge and understanding of issues in relation to the post

These techniques improve the hiring of the right candidate by 300% (quoted from Dr. William W. Larson). The Behavioural Event Interviews is based on the premises that **PAST BEHAVIOUR IS THE BEST PREDICTOR OF FUTURE BEHAVIOUR.**

Course Objectives

- How to be more effective in conducting a hiring interview
- How to predict a candidate's future job performance
- How to hire people who will be truly successful in their jobs

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Course Content

TRENDS, CHALLENGES, COSTING & LEGAL

- **Discussions:** Your Challenges & Concerns
- Top 3 Reasons Why Talents Resign
- **Experiential Exercises**
- Pre-Test and SELF-CHECK REVIEW

INTERVIEW SELECTION PROCESS

- The Key Steps & Elements in Interview Process Chart
- **Experiential Exercise:** How to Review & Match CVs to JDs

INFORMATION COLLECTION TECHNIQUE & METHODS

- Questioning to stay in Control: Formats, Techniques, Methods
- Critical Incident Technique & S.T.A.R. Method

EXTRACT, DECIPHER, VERIFY & CONFIRM

- **Experiential Exercise:** How to Identify Critical Incidents from CVs
- **Experiential Exercise:** How to Identify Competencies from Candidate's STAR Responses
- **Experiential Exercise:** How to conduct Reference Checks on Interview Responses
- **Practical Exercise:** Differentiate & how to rephrase to Behavioural Questions

MORE ON INFORMATION COLLECTION IN INTERVIEWS

- How to Handle Difficult Interviewing Situations
- The Common Mistakes in Interview Selection
- The 10 Steps of Successful Interview Selection
- **Exercise:** How Candidates should behave at Interviews

INTERVIEWEE'S BEHAVIOUR AT INTERVIEWS

- Verbal & Non Verbal Communicators & Deceptors
- Top 8 - List of Suspicious Behaviours
- **Video Illustrations & Experiential Exercises**

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EXPERIENTIAL EXERCISE - ROLE PLAYS

- **Learning as BEI Giver** - To provide opportunity for Interviewers to conduct techniques learnt: Interviewee Assessment Form provided.
- **Learning as BEI Receiver** - To internalise learning by playing out the Behavioural Responses of Interviewees: 1-to1 coaching on how to act as Interviewee, what BEI questions to expect and how to respond accordingly
- **Learning as BEI Observer** - To train observers to be Evaluators and systematically assess the Interviewers' performance in conducting Behavioural Event Interviews: Interviewer Assessment Form provided.

Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
- Facilitators Travel & Food have to be taken care by the client
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