

BEHAVIOURAL-BASED INTERVIEW SKILLS



TARGET AUDIENCE

For those who are involved in the process of selecting staff or conducts interview

COURSE OVERVIEW

Behaviour based interview training is more popular than ever. Behaviour based interview training means more investment upfront but less later down the line. Angela Dennis, a consultant for Behavioural Technology, says behaviour-based interviewing lowers turnover rates. That's because behaviour is as important as skill or talent. Even someone's values are not as important as how they behave. Not many people match their actions to their word. Because, according to Julie Montgomery of Sprint Paranet, "people repeat behaviours...if you can see what a person did in the past, they'll pretty much act the same way in the future." Behaviours are habits. Habits can be tough to change. If someone has a certain pattern of behaviour, chances are they'll continue to behave this way in your organisation too. Behavioural based interviewing is a new style of interviewing that more and more companies and organisations are using in their hiring process. The basic premise behind behavioural interviewing is this: The most accurate predictor of future performance is past performance in a similar situation. It provides a more objective set of facts to make employment decisions than other interviewing methods. Traditional interview questions ask you general questions such as "Tell me about yourself." The process of behavioural interviewing is much more probing and works very differently.

COURSE OBJECTIVES

- Understand that getting the right staff will save cost, time and energy
- Learn how a potential employee behave in different situations
- Learn the ability to interpret the DISC Insight Personality Profiling tools effectively to minimise the chances of getting the wrong staff
- Be competent in identify the possible of interviewee masking their behaviour
- Ability to use the DISC Insight tool to recognise the different behavioural personality that will help in staff selection
- Improve your professionalism in hiring the right staff
- Discover how the interviewee acted in specific employment-related situations

COURSE OUTLINE

- Module 1: Traditional Interview vs. Behavioural Interview
- Module 2: Profiling the Candidate and the Job
- Module 3: Steps to DISC Insight Personality Profiling
- Module 4: Interview Procedures: Behavioural-Based Method
- Module 5: Questions: Behavioural-Based
- Module 6: Verifying the Information

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