

HIRING SMART: BEHAVIOURAL INTERVIEWING TECHNIQUES

Unit Standard	15235 / 120274
NQF	5
Credits	3
Duration	2 Days
Organisational Development Area	Management Level

SYNOPSIS

Behaviour interviewing is a very reliable and valid candidate selection technique based. While we all may say that past behaviour is the best indicator of future behaviour, we do not act as if we believe this when we are interviewing candidates; often because we are not certain how to ask questions that will tell us about past performance. This two-day workshop concentrates on the pre-interview preparation, developing questions and their value, the interview techniques that get specific, behaviour-based examples of past performance, and the strategies that follow through on this process.

In addition, this workshop takes the behavioural interview one step further with a twelve-step process to hiring top performers.

COURSE OUTLINE

- The Importance of Hiring the Right People;
- Why Behavioural Interviewing?
- Before the Interview:
 - ✓ Gather the Pieces for the Pattern: Conduct a Job Analysis;
 - ✓ Recognize critical incidents;
 - ✓ Identify competencies and performance dimensions;
 - ✓ Develop job descriptions;
 - ✓ Prepare neutral job applications.
- Forming the Interview Questions;
- Consistent Resume Screening;
- Developing an Interview Format:
 - ✓ Develop rapport
 - ✓ Structure the interview process
 - ✓ Gather predictive information
 - ✓ Sell your organization
 - ✓ Gain a commitment
 - ✓ Conclude the interview
- Ethical and legal issues;
- Interviewing Techniques;
- Interviewer Errors to Watch Out for;
- Rating Interviews;
- Testing:
 - Performance based assessments;
 - Other tests;
- Reference Checks;
- Conduct Practice Interviews

COURSE OUTCOMES

Upon successful completion of this course learners will be able to:

- Have a process for creating competency requirements for any given position;
- Understand why behavioural interviews are two to five times more accurate than traditional interviews;
- Identify and apply the principles of behaviour interviews, and performance-based selection methods;
- Recognise the pattern of behavioural questions and use this pattern to design job-specific, behavioural, performance-based questions;
- Enhance professional interviewing skills with effective communication strategies and behavioural interviews techniques;
- Role - play and practice using behavioural interviewing skills;
- Develop a defensible scoring and evaluation process;
- Complete the process through testing and reference checking.