



Hiring Smart: Behavioral Interview Techniques

Behavioral Interviews are a very reliable and valid hiring tool. While we all may say that past behavior is the best indicator of future behavior, we don't act as if we believe this when we are interviewing candidates - often because we aren't certain how to ask questions that will tell us about past performance. This Hire Smart workshop concentrates on behavioral interview preparation, developing behavioral interview questions and their value, the behavioral interview techniques that get specific, behavior-based examples of past performance, and the strategies that follow through on this process. The course also includes sample behavioral interview questions, helpful tips for resume screening, reference checking and interpreting non-verbal communication.

What participants will learn:

At the conclusion of this program, participants will be expected to:

- Have a process for creating competency requirements for any given position
- Understand why behavioral interviews are two to five times more accurate than traditional interviews.
- Identify and apply the principles of behavior interviews, and performance-based selection methods.
- Recognize the pattern of behavioral questions and use this pattern to design job-specific, behavioral, performance-based questions.
- Enhance professional interviewing skills with effective communication strategies and behavioral interview techniques
- Complete the process through testing and reference checking.

Workshop Outline:

This includes large group discussions, individual work and reflection, small group discussions & exercises, case studies and simulations for role play. Customization will be based on your own needs or information provided by your human resource department or the individual department prior to the workshop. Materials are designed as interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed. Class size should be kept between 20-25 whenever possible, so each participant will have the opportunity to gain techniques for the types of situations they deal with or expect to deal with.

- **Introductions/Objectives/Agenda**
- **Pre-assignment discussion**
- **The Importance of Hiring the Right People**

- The cost of hiring errors
- **Why Behavioral Interviewing?**
 - From the applicant's point of view
 - From a team leader/manager's point of view
 - From a human resource perspective
 - What the research tells us about better 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**
 - Identifying the pattern
 - Writing the questions
 - Developing the response you are looking for
- **Consistent Resume Screening**
 - Defensible
 - Efficient
- **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**
- **Suggested Reading List**

This workshop is a detailed insight into the **skills required by Recruitment Managers**.

- ❖ It is very interactive and includes many activities and exercises to enhance the learning experience.
- ❖ It is spread over the period of one-full day consisting of 8 hrs (9am-5pm)

- ❖ It includes 2 tea breaks and a lunch break

Proposed Training Plan Consists of:

- ❖ Training Kit : Handouts, Activities, Exercises
- ❖ Training Duration: one full day (8hrs)
- ❖ Number of candidates: Minimum=20 Maximum=40
- ❖ The training venue proposed is :PC Hotel or Avari Hotel, according to availability of dates assigned by your organization for the training.

Training Cost:

Cost per Individual Participant is a total of := Rs.10,500

(The cost is negotiable based on the fact that the workshop will be repeated at various venues or over various intervals, then cost per day may also be taken into consideration)

Includes cost of:

- Handouts,
- Activity/Exercise material,
- Certificates,
- Tea (twice),
- Buffet Lunch,
- Hotel Facility Charges,
- and Trainers Cost

