

Behavior Based Interviewing Skills



OVERALL OBJECTIVE

- **The Behavior Based Interviewing Skills Session** aims to equip participants with the interviewing skills to successfully select the best staff based on competencies and ensuring legal compliance, and to optimize the time spent interviewing by preparing effectively and generating behavior-based questions, practicing conducting interviews, receiving feedback and understanding how to evaluate in order to select the candidate with the best fit for the job, work area and organization.

OUTCOMES

By the end of this workshop, the participants will be able to:

- Define a competency
- Conduct fair interviews
- Avoid common rating errors
- Use the tools to assess resumes
- Link competencies to job descriptions
- Prepare and use open questions
- Identify the best candidate for a position
- Follow the organization's interviewing process
- Be more confident to conduct behavior based interviews
- Increase the effectiveness of their own interviewing skills
- Use behavior as a means of determining appropriateness

- Follow the five steps to prepare for the interviewing process
- Use behavior-based and legally compliant questions for an interview

CONTENT

What Works:

- Learning from Experience
- Why It Needs to Work

Preparing for an Interview:

- Ensuring the Right Fit
- Discussing Competencies
- What is the Interviewer's Role
- Five Steps to Preparing for an Interview

Conducting the Interview:

- The Typical Interview
- Responsibilities of the Interviewer
- Questioning
 - Getting Information Legally
 - Types of Questions
 - Behavior-based Questions
 - Open vs. Closed Questions
 - Questions the Candidate May Ask
 - Formulating Questions from the Resume
- Panel Interviewing
- Site tour optimization
- Recording Information
- Interviewing Feedback

The Evaluation Process:

- Components
- Common Rating Errors

Taking Action:

- My Action Plan
- Sample Interviewing Packet
- Competency-Based Questions