

Training Title

COMPETENCY BASED INTERVIEWS

Training Duration

5 days

Training Venue and Dates

REF#	Competency Based Interviews				
ML061		5	14 – 18 April, 2019	\$4,250	Dubai, UAE

In any of the 5 star hotels. The exact venue will be informed once finalized.

Training Fees

- 4,250 US\$ per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch.

Training Certificate

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

TRAINING DESCRIPTION

The selection of personnel for the right career is like any other management decision – an investment that is expected to pay off.

Good placement decisions depend heavily on effective interviewing, and the course is based on the principle that competency profiling and identification are the best predictors for future success.

The highly structured approach of this course also provides delegates with a useful desk reference and a full set of interviewing sheets ready to begin ‘Interviewing for Success’

TRAINING OUTCOME: www.definetraining.com

At the end of the course Participants learn to identify and manage barriers to compliance and practice awareness and communication skills that are associated with ethical conduct. They apply their learning to strengthen their own and their colleagues' commitment to ethical conduct.

- Identify the behavioral implications of rules and regulations
- Identify common workplace barriers to compliance
- Practice the awareness and communication skills that are associated with ethical conduct.

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WHO SHOULD ATTEND?

All managers who are involved in recruiting and HR personnel, who need to develop their skills with an objective and thorough approach to the interviewing technique, will benefit greatly.

TRAINING METHODOLOGY:

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions, and motivate everybody find the right answers. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course. Very useful Course Materials will be given.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

DAILY OUTLINE

UNIT 1 – INTRODUCTION

- Introduction to Competency Systems
- Writing Competency Based:
 - Job Descriptions
 - Job Specifications
 - Person Specifications
 - Competency Based Job Profiling
 - Writing Competency Based Job Advertisements

UNIT 2 - PLANNING A COMPETENCY BASED INTERVIEW

- Developing a Competency Job Profile
- Listing Responsibilities and Tasks
- The Job Profile Worksheet
- Determine Hiring Competencies
- Identify Knowledge and Skills (Capabilities)
- Identify Attitudes
- Specify Musts and Wants

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- Prepare for the Interview
- Identify Focus Competency Areas
- Write Focus Questions
- Planning Sheet

UNIT 3 - CONDUCTING A COMPETENCY BASED INTERVIEW

- Opening the Interview
- Focus Questions on Required Competencies
- Gather Information
- Probe for Evidence of Competencies
- Open probes
- Closed Probes
- Probing Strategies
- Questioning and Listening Skills
- Maintaining Silence
- Observe Non-Verbal Clues to Competencies
- Process Information
- Confirm, Refocus and Clarify
- Personal Biases
- Closing the Interview
- Summary

UNIT 4 - EVALUATION AND SELECTION

- Introduction
- Identify Useful Evidence of Competencies Displayed
- Clarity, Relevance and Adequacy of Competencies
- Assessing Applicants
- Evaluating Competency Worksheets
- Making Hiring Decision
- Select Best Applicant Based on Competency Ranking
- Summary
- Glossary

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UNIT 5 - APPENDIX

- Job Profile Worksheet
- Interview Guide
- Applicant Comparison Survey Chart

NOTE:

Pre & Post Tests will be conducted

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Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.

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