

“Getting the right people on the bus . . . and getting the right people in the right seats”

Behavioural Interviewing



A highly interactive one day program expanding your effectiveness to evaluate candidates' competencies, behaviours, skills and “fit” for your organizational roles and culture

For Building High Performance Organizations

“A thorough, planned, systematic way to gather and evaluate information about what candidates have done in the past to show how they would handle future situations.”

We believe that one of the most critical contributions of managers is their skillfulness and success in identifying and recruiting “high performance” people. Organizations and managers who develop successful, consistent approaches to this key strategic activity distinguish themselves in their markets and create competitive advantage!

Building a high performance organization starts with a commitment to:

- Establish a comprehensive and consistent approach to interviewing / reference checking / rating and selection that is being applied throughout the organization (for all levels)
- Ensure managers become more skillful at utilizing these processes with every recruitment



The interview is the tool most used to make hiring decisions. Perhaps more than they would care to admit, supervisors & managers make hiring mistakes because they overly rely on their intuition, or ask questions that don't help them objectively and comprehensively assess job-related skills, behaviours and competencies. This Behavioural Interviewing process teaches new practices and provides a methodical and proactive process to more accurately predict a candidate's potential for success on the job and improve the quality and success of new employees hired.

Facilitate your interviews with renewed confidence, enjoyment and success.

Identifying and probing for specific examples that confirm an individual's skills, behaviours and competencies will enhance your selection of the preferred candidate.

BI will help you to:

- Prepare for the interview and develop *your* “interview model”
- Build rapport with the candidate – help them to provide *more comprehensive responses*
- Developing effective questions for *required* job competencies
- Develop your skillfulness as an *interviewer / observer*



- Learn how to probe for *specific examples* confirming skills & competencies
- Identify and avoid “*interview errors*” to increase your professionalism
- Improve your organization's *impression* on the candidates
- Close the interview – *keeping candidates interested*

Decrease turnover and increase new employee satisfaction by hiring the “right fit”.

What we will learn in this one-day session:

- What you can and can't ask in an interview, knowing the fundamental legislation governing your interview questions and procedures.
- Preparing and planning guidelines to deploy for first/second interviews.
- Utilizing different questioning techniques for eliciting job knowledge vs. job behaviours.
- Defining specific job goals & objectives that are most important for establishing “performance” standards.
- Clarifying the job barriers an effective employee has to overcome in order to achieve the job goals & objectives in your organization.
- Determining the key competencies necessary for a successful performer to effectively overcome the job barriers and achieve the organizational goals.
- Utilizing JPP & OPP to assist in defining required job competencies and candidates' abilities to naturally demonstrate the necessary job behaviours.
- How to leverage the extensive databank of competency focused interview questions in your BI Manual.
- Developing interview questions for specific roles in your organization.
- Prepare Interview Guides to enable effective note taking and confidence in covering all key issues with each candidate.
- Crafting accurate “scoring criteria” for the rating of your interview observations.
- Reaching consensus on the best hiring decision for your organization by utilizing all the acquired information.
- Selling your organization and the position so preferred candidates will accept the position when offered.
- Conducting reference checks to validate skills, behaviours & competencies.
- “Live participation” in a triad interview role to experience and evaluate behavioural questioning – learn how to provide feedback to each other.

“Whether you're an experienced . . . or novice interviewer, you will benefit from these techniques and can immediately apply them in your next interview . . .”

Our one-day seminar engages you with a highly interactive format, including: best practices overviews / small group & large group activities / exercises / discussions / role play and demonstrations.

Participants are provided with:

- A comprehensive Behavioural Interviewing Manual for use during the session and reference thereafter.
- A Personal Profile that will help you to understand how your own personality influences your interviewing style and how you will evaluate candidates.
- A full day debrief for your group of executives / managers / supervisors or HR Professionals (ideally 8 to 20 participants).



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