

Competency Based Interviewing Skills (2 Days)

Details of the program

Date : 9th – 10th March 2020

Time : 9am – 5pm

Venue : Armada Hotel, Petaling Jaya

Fee : RM1,500.00



Overview

This intensive and power packed workshop introduces and teaches interviewers much desired techniques and methodologies in ‘reading’ and conducting interviews beyond physical appearance. This program will equip you with skills to reduce staff turnover and recruit high performers in your team. The competency-based interviewing technique within your interviews will help you identify those that will perform well within your team.

Sometimes ‘what you see is not what you get’, and to reverse the process of hiring may be too late or difficult. Customised especially for officers who seek beyond conventional interviewing techniques and looking for something new, these real hands-on techniques and tips would put you ‘way above the rest’ in terms of conducting interviews and knowing your subject well.

Learning Outcomes

- Understand the different types of candidate personalities
- Ability to scan the candidate via various techniques
- Use competency based interviewing techniques
- Evaluate and group data linked to a competency
- Make objective selection decisions based on evidence acquired
- Art of questioning to obtain vital information about candidate
- Evaluate how a candidate is thinking
- Understanding advanced body language in order to ‘read’ subjects or interviewees. (Micro expressions)

Who should attend

Managers, Executive at all levels

Methodology

- Pre & Post Test for each program. Effective Slides and interactive discussion with Trainer
- Role plays and on-the-spot feedback sessions
- Experiential Learning activities and games to simulate various situations
- NLP techniques including Meta Model Questioning techniques
- Assessment Tools (if needed) to be used during Interview



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Master Trainer

Dr. Harjit S. Sidhu (FCCA, NLP, IHA, Ph.D), has been in the corporate field for the past 17 years (in manufacturing, internet, travel & hospitality (hotel), music and consultancy industry) and in last 14 years, he has consulted and trained on various personal development topics that ranges from counselling, coaching to handling difficult people and various soft skills and other specific agendas for some re-knowned domestic and multinational companies and countless public programs.

Dr. Harjit obtained his **Doctorate of Philosophy (PhD) in Metaphysical Hypnosis (specializing in Coaching and Counselling)** from IMHS (Institute of Metaphysical & Humanistic Science, USA).

He is an **attendee of Tony Robbins's** (world's No 1 success coach) "Unleash the Power Within" program, **a 'fire-walker'** and is a **Certified NLP Practitioner** (International Society of Neuro Semantics, USA). He is also a **Certified Hypnotherapist** (CH, USA) and a **certified trainer with HRDC** (Human Resource Development Council and constantly develops new & unique programs that equips the working individual with powerful tools such as 'Transformational Communication' and others. As part of Hypnotherapy work, he extensively **conducts personal coaching and counseling work** to individuals who wants to transform their lives as well as the need for a **coach for success**.

He is regularly featured on radio talk shows on BFM 89.9 for various personal development topics. Dr Harjit is also a **member of International Association of Teamwork Facilitators** which constantly develops and uses new effective techniques in training sessions.

A dynamic trainer, knowledgeable, experienced and passionate in personal as well as Team skills development particularly in the science of human behaviour & metaphysics and how it applies to working and business environments allow him to approach the training he is conducting on a specific topic in a holistic, exciting and integrated manner. Dr Harjit uses **'Transformational activities'** in his programs in order to 'transform' and 'retain learnings' in individuals. His programs have been conducted within ASEAN region (Malaysia, Singapore, Brunei, Thailand, Vietnam and India). His style is fun and engaging whilst retaining the objectives of the Teambuilding activities. His clear and interactive style has won him much praises from participants from leading companies in Malaysia.

Course Outline

Module 1

What is of Competency Based Interviewing

- What are competencies and defining them prior to the interview session
- Competency frameworks and how they benefit the organisation and their people
- Different types of competencies for different Divisions
- Short presentation and group discussion

Module 2

Competency Based interviews – The Framework

- Format and techniques of a competency based interview
- Reminder of the WASP interview structure
- Preparing the candidate for a competency based interview
- Time and structure needed to explore each competency
- Use of competency based interview guide
- Facilitator demonstration with volunteer, small group work and group discussion, review of interview practice pack

Module 3

Developing an Interview Format

- Develop rapport
- Structure the interview process
- Gather predictive information
- Sell your organisation
- Gain a commitment
- Conclude the interview

Module 4

The Art of Questioning during the Interview

- Realizing the power of 'Right Questioning'
- Meta Model Questioning techniques for enhancing interview
- How to phrase questions during interview or investigations
- The various forms of Questioning
- Questions that get the results or information

Module 5

Conducting a competency based interview (the Session itself)

- Practicing skills of interviewer, note taker and observer

Module 6

Making the Selection Decision: Evaluating and rating evidence

- Using a rating scale
- Recommending the next stage in the selection process
- Trainer tips presentation, exercise in trios to review and evaluate candidate responses and assign a rating, whole group review of candidate ratings and recommendations

Module 7

Add ons: Studying the Body Language

- Studying the Body Language
- Emotional state of the subject: Consistency and Contradiction
- Micro Expressions study
- Being defensive and other indicators
- Reading the Subject

Module 8

What to avoid during Interview sessions

- Common mistakes done by interviewer
- What reinforces the interview
- Soliciting the desired candidate

Registration Form

ORGANISATION

CONTACT PERSON

ADDRESS

ENROLLMENT (NO. OF PAX)

TEL

EMAIL

TERMS AND CONDITIONS

COST FEE

Cost RM1,500 per pax (inclusive of all materials and certifications).

Please pay full amount of RM1,500 per person to secure your place.

The full fee is required with your registration 2 weeks prior to the training. The Fees include lunch, coffee/tea breaks and notes and Certificate of participation.

3 Persons registered are entitled to a 10% discount. Further discount are available for large group

Written Cancellation : Registration cancelled 7 days prior to the event are subject to a RM110.00 service

Charge per pax. There will be no refunds for notice received less than 7 days to the event.

A substitute may be made at anytime at no extra cost.

PAYMENT MODE

All Bank Draft / Local Order / Cheques must be crossed and made payable to:

Quantum Achievers International SDN BHD

BANK TRANSFER

Account Name – Quantum Achievers International Sdn Bhd

Account No – 512-400-500374 (Maybank)

All enquiries must be forwarded to: -

Quantum Achievers International S/B

Suite 7-23, 7th Floor, PVI 6, 2 Jalan Danau Saujana,

Danau Kota, 53300 Kuala Lumpur

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Free Gadget Organizer Bag for each participant

Organised by,

