

Behavioural Based Interviewing Skills

29 & 30 March 2012

MEF Petaling Jaya, Selangor

9:00 am – 5:00pm

Objectives

Interviewing and hiring people is one of the most critical tasks performed by managers and executives. The more people hired who can perform their jobs effectively, the more competitive an organization will be. On the other hand, hiring the wrong person for the job can be a costly mistake as a poor performer will undoubtedly hurt productivity.

Using the Behavioral Interviewing approach gives the interviewer more inside about the candidate by asking them the right questions which leads to evaluating the candidates competency levels by asking specific questions and basing the answers on how they had applied it at their previous work place.

Topics Covered

Day 1

1. Introduction

- Realities in interviewing
- The Behavior-Based interview Process
- The Four-Phase selection model

2. Gather Information

- The job analysis process
- The job description
- Filling up the Employee Requisition.
- Glossary of defined behaviors
- Creating a dimension matrix

3. Conduct The Interview

- Principles of Effective Interviewing
- Developing Interview Questions
- The Interview Question Matrix
- The Importance of Questions
- Open and Closed Ended Questions
- The Interview worksheet
- Behavioral Rating Profile
- The Interview Process
- Avoiding Interview Bias

Day 2

4. Interpret Behavior

- Interpreting Behavior
- What you see and hear
- The words and music

5. Follow-Up

- After the interview
- Letter of importance
- Process improvements
- Form Dispositions

6. Interviewing Errors That Needs To Be Watched.

7. Role Play And Review

Target Audience

- Managers and executives who have to conduct interviews.
- All newly-hired human resource executives.

Trainer

Mr. Sri Vahlsan has more than 10 years of experience in the area of People Relations. Backed with years of working experience in the Hospitality Industry has given him sound knowledge in Customer Service and Employee Relations. Geared with this exposure and experience, his delivery has been able to bridge the gaps in organizational needs by transforming the contents into reflective inputs for employees to succeed in their working place

Mr. Sri's areas of specialization includes Customer Service, Communication Skills, Employee Skills Development, Motivation and Product Knowledge Development. He has also assisted organization's in carrying out their Training Needs Analysis while looking at specific approaches. He is also a Certified Trainer in Management Training Program issued by (NICC) Japanese Business Federation and a Certified Trainer issued by Pembangunan Sumber Manusia Berhad.(PSMB)

Academically he holds a Bachelor's Degree in Management from Bournemouth University in UK and a Master In Management (specializing in Human Resource) from one of the local public university.

Course Fees

- RM800 per participant, inclusive of course materials, refreshments and lunch. Discount of RM150 for MEF members.

REGISTRATION FORM

We would like to register the followings for the Course on
Behavioural Based Interviewing Skills on 29 & 30 March 2012

1. Mr/Mrs/Ms :
Designation :

2. Mr/Mrs/Ms :
Designation :

3. Mr/Mrs/Ms :
Designation :

Company :
Address :

Tel : Fax :

Name of Person In-Charge :

Designation :

E-mail :

COURSE FEE

(please tick [] where applicable)

[] **MEF members** – RM650 per participant payable to **Malaysian Employers Federation**

[] **Non-members** – RM800 per participant payable to **MEF Academy Sdn Bhd**

Attached is our cheque no. : _____

Please forward your registration to:

MEF ACADEMY SDN BHD

3A06-3A07, Block A, Phileo Damansara II, Off Jalan Damansara
46350 Petaling Jaya, SELANGOR

Tel: 03-79557778 ext. 137/144 Fax: 03-79556808

email: nazlina@mef.org.my; roszanariah@mef.org.my