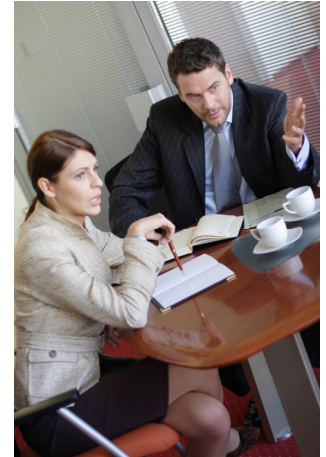


Course Description

Behavioral Interviewing AMS202

Overview

In today's competitive job market, it is crucial to not only recruit candidates, but to make the most appropriate hiring decisions for the long-term success of the company. Behavioral interviewing teaches a competency-based approach to the interview process. Research has shown that past and present behavior is often the best predictor of future performance. In this course, participants will learn how to describe jobs and qualified candidates, and ask probing questions to identify an applicant's strengths and weaknesses while keeping it legal. The interviewing techniques learned in this course will lead to better hiring decisions, and ultimately, a better-qualified, competent organization. This course involves the use of role play and videotaping.



Learning Objectives

- Develop a greater understanding of the behavioral interviewing process using case studies, role play and video taping
- Learn how to more effectively define job functions and organizational culture
- Learn to ask the right probing, yet legal questions to assess a candidate's true competencies
- Gain an understanding of behavior indicators
- Learn how to use past behavior as a model of future behavior
- Understand how to compare candidates and make the final selection

Format

The format of the class is highly interactive and how-to oriented. Discussion of concepts and principles is followed by team exercises using a real example chosen by the attendees. The emphasis is on the practical application.

Duration

One day

Who Should Attend

Human resource practitioners and department managers who wish to learn techniques for behavioral interviewing would benefit by taking this course.