



Course : Competency Based Interviewing Skills

City : Kuala Lumpur
Start Date : 2025-11-24
Duration : 1 Week

Hotel : Kuala Lumpur
End Date : 2025-11-28
Price : 3950 \$

Course Overview

This Competency-Based Interviewing online training course equips participants with practical and proven techniques for competency-based and behavioural interviews. Selecting the right candidate for any internal or external position is a crucial managerial skill, improving retention, lowering costs, and enhancing performance.

The course focuses on competency and behavioural interviews, which rely on the principle that past behaviour is the best predictor of future performance. These methods are widely recognized as more valid and reliable than traditional unstructured interviews.

The online course is highly interactive and practical, enabling participants to learn the latest techniques and gain confidence in conducting structured interviews.

Course Objectives

By the end of this course, participants will be able to:

- Apply a competency-based model in interviews.
- Describe the steps to conduct effective competency-based interviews.
- Follow a structured approach to achieve desired outcomes.
- Develop, ask, and score effective behavioural questions.
- Understand the advantages and limitations of online interviewing.

Target Audience

This course is ideal for:

- Leaders, managers, or supervisors who conduct interviews.
- HR professionals and HR business partners.
- Anyone who wants to master competency or behavioural interviewing technique

Methodology

Online delivery via an advanced virtual learning platform.

Interactive, participative sessions with role-plays and practical exercises.

Focus on real-world application and skill development.

Engaging learning techniques to ensure comprehension, retention, and confidence.

Course Outline

Day 1: Introduction to Competency-Based Interviewing (CBI)

- Overview of recruitment and selection processes
- Purpose and types of interviews
- Selecting the best candidate: criteria and decision-making
- Understanding competencies and behaviours
- Importance of competencies in predicting performance
- Common myths and misconceptions in interviewing

Day 2: Essential Communication Skills for CBI

- Practical steps for conducting competency-based interviews (WASP Model)
- Verbal and non-verbal communication in interviews
- Understanding body language, paralanguage, and micro-expressions
- Crafting effective competency questions tailored to organisational needs
- Techniques for active listening and responding appropriately

Day 3: Behavioural Interviewing Techniques

- STAR (Situation, Task, Action, Result) method for structuring answers
- Developing probing questions and follow-ups
- Assessing answers objectively and consistently
- Common mistakes to avoid in behavioural interviewing
- Role-play exercises to practice behavioural interviews

Day 4: Conducting Online and Panel Interviews

- Conducting competency-based interviews in virtual environments
- Technical considerations and best practices for online interviews
- Panel interviewing: roles, responsibilities, and coordination
- Ethics and fairness in interviews
- Mock online and panel interviews with feedback

Day 5: Evaluating, Scoring, and Selecting Candidates



- Scoring frameworks and rating scales for CBI
- Making fair and unbiased selection decisions
- Handling difficult responses and objections during interviews
- Ending the interview: leaving a positive impression and positioning as an Employer of Choice
- Personal action planning: applying CBI techniques in real-world scenarios

Certificates

On successful completion of this training course, HighPoint Certificate will be awarded to the delegates. Continuing Professional Education credits (CPE): In accordance with the standards of the National Registry of CPE Sponsors, one CPE credit is granted per 50 minutes of attendance.