

Competency Based Interview

By Praga



Decide with Confidence

INTRODUCTION

Competency Based Interviewing is a style of interviewing that was developed in the 1970's by industrial psychologists. This style explores behavioral interviewing asserts that "the most accurate predictor of future performance is past performance in a similar situation." Currently, most organizations are using competency based interviewing to some degree. Unlike traditional interviews, Competency interviewing emphasizes past performance and behaviors. As a consequence, candidates unprepared for the rigor. This course will equip anyone in the practice of recruitment with the right skills to select the best candidate.

LEARNING OBJECTIVES

On completing this program, participants will:

- Principles and benefits of competency-based interviews
- Developing effective interview questions in alignment with job requirements and selection criteria
- Interviewing skills and techniques including active listening, probing, questioning, reading non-verbal clues or body language
- Assessing the candidate and making recommendations
- Human Behavior

Methodology:

- Accelerated Training Approach- *Learning Design Re-patterning*
- Problem Based Learning
- Role-Play and Activity
- Case Scenario Analysis

COURSE OUTLINE

Exploring Competence Based Interview	Fundamentals of Competency Based Interview
<ul style="list-style-type: none">• Traditional Interviews Vs Behavioral Interviews• Case Studies an overview	<ul style="list-style-type: none">• The Structure• Skills & Competencies• Questions
Preparing for the interview	The Art of Questioning
<ul style="list-style-type: none">• Understanding Competency Framework	<ul style="list-style-type: none">• Probing• Tonality & Pitch• Verbal Punctuation
Different styles for different types	Crafting your own questions – The Art Of Listening
<ul style="list-style-type: none">• Open• Closed• Multiple• Leading• Hypno Tactical	<ul style="list-style-type: none">• Listening Vs Hearing• Active Listening
Behavior Analysis – Body Language	Advanced Behavior Profiling Through Observation
<ul style="list-style-type: none">• Verbal• Non-Verbal	<ul style="list-style-type: none">• Analyzing Language Patterns• V.A.K
Conducting The Interview Effectively	Interviewing Strategies
<ul style="list-style-type: none">• S.T.A.R approach	<ul style="list-style-type: none">• One-on-One• Pairing• Panel
Interviewers common mistakes	
<ul style="list-style-type: none">• Time Frame• Mental Frame	

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ABOUT THE TRAINER – MR PRAGA

Praga is a highly interactive and innovative trainer, whose work is mainly based on research and applied knowledge from extensive experiences in benchmarking organizations best practices. His training uniqueness comes from his Accelerated Training Approach which is built on Learning Design Re-Patterning™ Model known by many to be entertaining, refreshing, yet filled with success formulas.

Praga is the co-founder of Accelerated Training Approach built on Learning Design Re-Patterning™ Model and a Fellow Member with the Institute of Therapies Management (London).

He holds a Degree in Business and several Diplomas in Psychology and Psychotherapy and a Masters in HRM & Organizational Psychology. He's also a:

- Certified Master Trainer in Psychotherapy
- Certified ATA Master Trainer
- Certified Psychometric Profiling Trainer
- Certified Trainer in Applied Counselling
- Certified Stress Management Trainer
- Certified NLP Master Practitioner
- Certified Master Life Coach
- Certified Behavior Management Specialist.

Praga is the only Singaporean to be certified as a Master Trainer with the Institute Therapist Management of London researching on Human Behavior. Praga travels extensively while working with many supporting partners globally. His expertise in training management are vast and some to name were in developing organizational framework, managing training initiatives, product/course development and customization, training facilitation and conducting needs analysis, teambuilding, among others. She has also worked with the Workforce Development Agency of Singapore to develop training content for the Employability Skills System.

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Date: 25th & 26th March 2010, 9am – 5pm
Venue: Grand Plaza Park Hotel

Fee: [] S\$640 for D&B Subscriber [] S\$720 for Non-subscriber
(Includes materials, refreshments and lunch)

- Approved for SDF Funding (eligibility criteria apply) – Applicable only for Cheque/GIRO payments
- Up to S\$4 per training hour SDF funding for SMEs (eligibility criteria apply)
- Up to S\$2 per training hour SDF funding (eligibility criteria apply)

**EARLY BIRD – Fax in your registration before 25th February to receive a 10% off regular fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee**

Fax the completed registration form to 6778 3853

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Payment Information

[] D&B subscription units (Account no: _____)
[] * Cheque. *Please made payable to: Dun & Bradstreet (Singapore) Pte Ltd*
[] * VISA [] Mastercard [] Amex
Card no: _____ **Expiry date:** _____
Signature: _____ *(*GST applies for cheque & credit card payment)*

Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 14 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company
4. D&B reserves the right to change venue due to unforeseen circumstances.