



## Hiring for Success Behavioral Interviewing Techniques

**Description:** Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This workshop will give you the skills and tools to hire successful candidates. This course will teach participants how to: Recognize the costs incurred by an organization when a wrong hiring decision is made, develop a fair and consistent interviewing process for selecting employees, prepare better job advertisements and use a variety of markets, be able to develop a job analysis and position profile, use traditional, behavioral, achievement oriented, holistic, and situational (critical incident) interview questions, enhance communication skills that are essential for a skilled recruiter, effectively interview difficult applicants, check references more effectively, and understand the basic employment and human rights laws that can affect the hiring process.

**Session One:** Course Overview.

**Session Two:** History of the Interviewing Process

**Session Three:** The Recruitment & Selection Process

**Session Four:** Factors in the Hiring Process

**Session Five:** Cost Analysis Small Group Exercise

**Session Six:** Job Analysis and Position Profiles

**Session Seven:** Determining the Skills You Need

**Session Eight:** Finding Candidates

**Session Nine:** Advertising Guidelines

- Five Key Points
- Ten Tests for Advertising

**Session Ten:** Screening Resumes

- The Screening Process
- Developing A Guide

**Session Eleven:** Performance Assessments

**Session Twelve:** Problems Recruiters Face

**Session Thirteen:** Interviewing Barriers

**Session Fourteen:** Non-Verbal Communication

- Interpretation of Gestures
- The Best Vacation

**Session Fifteen:** Types of Questions

**Session Sixteen:** Diana Jones

- Case Study
- Presentations

**Session Seventeen:** Traditional vs. Behavioral Interviews

- Behavioral Interviewing
- Sample Questions
- Sample Interview



**Session Eighteen:** Other Types of Questions

- Achievement-Oriented and Holistic Questions
- Pairs Exercise

**Session Nineteen:** The Critical Incident Technique

**Session Twenty:** Listening for Answers

**Session Twenty-One:** Difficult Applicants

- Role Play

**Session Twenty-Two:** Interview

Preparation and Format

- Interview Preparation
- The Interview Format

**Session Twenty-Three:** Other Interview Techniques

**Session Twenty-Four:** Scoring Responses

**Session Twenty-Five:** Checking References

**Session Twenty-Six:** Human Rights

**Session Twenty-Seven:** Skill Application

- Task Information
- Demonstration #1
- Demonstration #2

**Session Twenty-Eight:** Pre-Assignment Review

- Workshop Wrap-Up