HR Strategy and Training

Certificate in Competency Based Interviewing & Selection for Hiring Managers

Course Introduction

This training program is designed to equip hiring managers with the skills and knowledge required to conduct structured, fair, and effective interviews.

This program focuses on a competency-based approach, which is proven to help organizations select the most suitable candidates by evaluating their skills, behaviors, and potential in alignment with the job requirements.

Throughout this training program, participants will learn how to develop competency frameworks, craft meaningful interview questions, evaluate candidates' responses objectively, and manage biases during the selection process.

The training includes practical sessions with mock interviews and real-world case studies to ensure participants leave with the confidence to apply these techniques in their workplace.

Target Audience

- Hiring Managers responsible for interviewing and selecting candidates within their teams or departments.
- HR Professionals involved in recruitment, talent acquisition, and employee selection.

Learning Objectives

At the end of the training course, participants will be able to

- Develop a thorough understanding of what competency-based interviewing entails, its benefits, and how it differs from traditional interviewing methods.

- Learn how to identify and map key competencies for specific roles and integrate them into job descriptions and the interviewing process.
- Create and structure open-ended, competency-based questions using the STAR method to elicit informative responses from candidates.
- Develop scoring criteria and assessment tools to rate candidate responses, avoiding biases and ensuring a consistent and structured interview process.
- Apply best practices to promote diversity, minimize cognitive biases, and make more objective, data-driven hiring decisions.
- Practice interviewing techniques through mock interviews and receive constructive feedback to improve questioning, evaluation, and decision-making skills.
- Learn how to conduct reference checks, provide constructive feedback, and continuously improve your interview and selection processes.

Course Outline

- **01 Day One**

  Introduction to Competency-Based Interviewing:

  - Overview of Competency-Based Interviews: Definition and purpose.
  - How it differs from traditional interviewing methods?
  - Benefits of competency-based interviewing in the hiring process?

  Competency Frameworks:

  - Understanding competencies and their importance.
  - Types of competencies.
  - How to develop a competency framework for specific roles.
  - Real-world examples of successful competency frameworks.

  Tools and Techniques for Competency Mapping:

  - Creating a competency matrix.
  - Tools and software for defining competencies.
  - Case studies of organizations using competency mapping.

- **02 Day Two**

Identifying Key Competencies for the Role:

- ◦ Defining job requirements based on competencies.
- ◦ Aligning competencies with job descriptions.
- ◦ Analyzing job functions to determine essential and desirable competencies.

Developing Behavioral Questions:

- ◦ Behavioral Questions vs. Traditional Interview Questions.
- ◦ Understanding the STAR method (Situation, Task, Action, Result).
- ◦ Crafting competency-based questions.
- ◦ How to structure open-ended questions to elicit valuable insights?
- ◦ Creating an Interview Guide.
- ◦ Structuring interviews around key competencies.
- ◦ Ensuring consistency and fairness in the questioning process.
- ◦ Sample templates for creating interview guides.
- ◦ Practical Application.

• **03 Day Three**

Practice Interviewing Techniques:

- ◦ Interviewing Best Practices.
- ◦ Building rapport and ensuring candidate comfort.
- ◦ Managing the flow of the interview.
- ◦ Active listening and probing techniques.
- ◦ Mock Interviews and Role-Playing.
- ◦ Participants conduct mock interviews.
- ◦ Constructive feedback on questioning techniques and evaluation.

Ethical Considerations:

- ◦ Maintaining professionalism and integrity.
- ◦ Ensuring transparency and fairness.
- ◦ Handling difficult candidates or sensitive situations.

• **04 Day Four**

Evaluating Candidates:

- ◦ Rating Responses to Competency-Based Questions.

- ◦   Developing scoring criteria for competency responses.
- ◦   Avoiding biases during evaluation.
- ◦   Calibration sessions: ensuring alignment among interview panel members.
- ◦   Incorporating skills assessments and job simulations.
- ◦   Role of psychometric tests in evaluating competencies.
- ◦   Case studies on using assessment tools in interviews.

Competency-Based Selection:

- ◦   Collating interview data for decision-making.
- ◦   Balancing technical skills with competencies in the selection process.
- ◦   Using competency scores to rank and select candidates.
- ◦   Managing diverse opinions and reaching a consensus.

- **05 Day Five**

How to control bias in the selection process?

- ◦   Understanding Cognitive Biases.
- ◦   Common biases that affect interviewing.
- ◦   Techniques for minimizing bias in the selection process.
- ◦   Implementing structured decision-making frameworks.
- ◦   Ensuring Diversity and Inclusion in Hiring.
- ◦   Best practices for promoting diversity through competency-based interviewing.
- ◦   Case studies.
- ◦   Practical application (Role-playing).

Post-Interview Processes:

- ◦   Making the Final Decision.
- ◦   Reviewing all data collected from interviews and assessments.
- ◦   Conducting reference checks (Best practices).
- ◦   How to communicate the decision to successful and unsuccessful candidates?
- ◦   Feedback and Continuous Improvement.
- ◦   Providing constructive feedback to candidates.
- ◦   Gathering feedback from candidates to improve the interview process.
- ◦   Continuous improvement of the competency-based interview framework.

- ◦ Practical Application.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 7, 2025	April 11, 2025	5 days	4250.00 $	UAE - Abu Dhabi
April 14, 2025	April 18, 2025	5 days	4950.00 $	England - London
Aug. 15, 2025	Aug. 19, 2025	5 days	5950.00 $	switzerland - Geneva
Nov. 10, 2025	Nov. 14, 2025	5 days	4250.00 $	UAE - Dubai