



# CONCORD

## BEHAVIORAL INTERVIEWING

*One of the most critical contributions of managers to the workplace is skill and success in identifying and recruiting “high performers”. But most managers have never received any formal training to do this effectively! The Behavioral Interviewing workshop provides a methodical and proactive process to predict a candidate’s potential for success on the job more accurately and builds the internal ability of an organization to consistently repeat these processes successfully through its HR department and hiring managers.*

### **Build Knowledge and Skills to Address:**

- Inconsistent approach to interviewing, rating, reference checking, and selection process across the organization.
- Gap in ability to differentiate between a candidate’s knowledge of the job and their actual competency for the role.
- Hiring mistakes because managers overly rely on their intuition or ask questions that don’t help them objectively and comprehensively assess job-related skills, behaviours and competencies.

### **Workshop Objectives:**

- Develop appropriate interview questions for specific roles and levels in your organization.
- Preparing Interview Guides to enable effective notetaking and confidence in covering all key issues with each candidate.
- Build better rapport with the candidate to help them to provide more comprehensive responses.
- Develop your skillfulness as an interviewer/observer.
- Learn how to probe for specific examples confirming skills & competencies.
- Identify and avoid “interview errors” to increase professionalism and a candidate’s impression of your organization.
- Develop more effective questions in order to understand if the candidate has the appropriate competencies required for the role.

Participants are provided with a comprehensive manual for use during the session and ongoing reference thereafter.

Cost of Session: \$725 per participant