



HM037D: Competency-Based Interviews (Arabic Language)

Training Description:

Hiring the right talent is one of the most critical factors in organizational success. Competency-Based Interviews (CBI), also known as Behavioral Interviews, provide a structured and objective approach to assessing candidates based on demonstrated behaviors, knowledge, skills and competencies required for successful job performance.

This comprehensive training course equips participants with the knowledge and practical skills required to design, conduct, evaluate and improve competency-based interviews. Participants will learn how to identify critical competencies, develop behavioral interview questions, evaluate responses using standardized rating systems, minimize interviewer bias and make evidence-based hiring decisions.

The training course combines internationally recognized competency frameworks with practical interviewing techniques to ensure consistency, fairness, legal compliance and improved recruitment outcomes.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the principles of competency-based recruitment and selection
- ✓ Differentiate between traditional and competency-based interviews
- ✓ Develop competency frameworks aligned with organizational objectives
- ✓ Conduct structured behavioral interviews using internationally recognized methodologies
- ✓ Create competency-based interview questions using the STAR and CAR techniques
- ✓ Evaluate interview responses objectively using behavioral indicators
- ✓ Apply competency rating scales and scoring matrices
- ✓ Reduce unconscious bias and improve interview consistency
- ✓ Conduct panel interviews effectively
- ✓ Document interview outcomes professionally
- ✓ Improve hiring quality through evidence-based assessment
- ✓ Integrate competency-based interviews into talent acquisition strategies

Training Designed for:

This training course is intended for HR Managers, Recruitment Specialists, Talent Acquisition Professionals, HR Business Partners, Hiring Managers, Department Managers, Supervisors involved in recruitment, Interview Panel Members, Organizational Development Professionals, Learning & Development Managers, Public Sector Recruitment Officers and Anyone responsible for interviewing and selecting employees.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

FOUNDATIONS OF COMPETENCY-BASED INTERVIEWING

- ❖ **Module 1: Recruitment and Selection Best Practices**
 - Modern recruitment challenges
 - Strategic importance of talent acquisition
 - Competency-based recruitment lifecycle
 - Aligning recruitment with organizational goals
- ❖ **Module 2: Understanding Competencies**
 - Definition of competencies
 - Types of competencies
 - Core competencies
 - Functional competencies
 - Leadership competencies
 - Technical competencies
 - Competency dictionaries
 - Behavioral indicators
- ❖ **Module 3: Competency Framework Development**
 - Building competency models
 - Job analysis techniques
 - Role profiling
 - Identifying critical success factors
 - Linking competencies to performance
- ❖ **Module 4: Principles of Competency-Based Interviews**
 - What is behavioral interviewing?
 - Competency-based interview methodology
 - Advantages over traditional interviews
 - Interview planning process
- ❖ **Practical Exercises:**
 - Analyze job descriptions
 - Identify competencies
 - Build competency profiles for selected positions

DAY TWO:

DESIGNING EFFECTIVE COMPETENCY-BASED INTERVIEWS

- ❖ **Module 1: Interview Planning**
 - Preparing interview guides
 - Structuring competency interviews
 - Interview documentation
 - Preparing evaluation forms
- ❖ **Module 2: Writing Behavioral Interview Questions**
 - Characteristics of effective questions
 - Open-ended questioning
 - Follow-up probing techniques
 - Avoiding leading questions

- ❖ **Module 3: STAR Interview Method**
 - Situation
 - Task
 - Action
 - Result
- ❖ **Module 4: Alternative Behavioral Models**
 - CAR Method
 - PAR Method
 - SOAR Model
 - Selecting the right questioning approach
- ❖ **Practical Exercises**
- ❖ Participants develop competency-based interview questions for:
 - Leadership positions
 - Technical positions
 - Administrative roles
 - Customer service positions
- ❖ **Role-playing interview preparation**

DAY THREE:

CONDUCTING COMPETENCY-BASED INTERVIEWS

- ❖ **Module 1: Interview Opening Techniques**
 - Building rapport
 - Explaining interview structure
 - Setting expectations
 - Professional communication
- ❖ **Module 2: Effective Interviewing Skills**
 - Active listening
 - Observation techniques
 - Probing for evidence
 - Clarification techniques
 - Managing difficult interviews
- ❖ **Module 3: Behavioral Evidence Collection**
 - Identifying real examples
 - Detecting vague responses
 - Handling incomplete answers
 - Verifying authenticity
- ❖ **Module 4: Managing Different Candidate Types**
 - Nervous candidates
 - Overconfident candidates
 - Reserved candidates
 - Highly experienced candidates
 - Internal candidates
- ❖ **Practical Exercises:**
 - Live competency interviews
 - Individual feedback
 - Peer evaluation

- Facilitator coaching

DAY FOUR:

EVALUATING CANDIDATES OBJECTIVELY

- ❖ **Module 1: Competency Rating Systems**
 - Behavioral rating scales
 - Evidence-based scoring
 - Calibration techniques
 - Weighted competencies
- ❖ **Module 2: Reducing Interview Bias**
 - Types of interviewer bias
 - Halo effect
 - Horn effect
 - Similarity bias
 - Confirmation bias
 - First impression bias
 - Improving objectivity
 - Structured decision-making
- ❖ **Module 3: Panel Interview Techniques**
 - Roles and responsibilities
 - Panel coordination
 - Consensus scoring
 - Managing disagreements
- ❖ **Module 4: Documentation and Decision Making**
 - Recording interview evidence
 - Writing interview summaries
 - Candidate comparison matrices
 - Selection recommendations
- ❖ **Practical Exercises:**
 - Candidate scoring exercises
 - Video interview evaluation
 - Panel interview simulation

DAY FIVE:

ADVANCED INTERVIEWING AND BEST PRACTICES

- ❖ **Module 1: Interviewing for Different Competencies**
 - Leadership
 - Communication
 - Teamwork
 - Problem solving
 - Customer focus
 - Innovation
 - Adaptability
 - Emotional intelligence
 - Ethics and integrity
 - Decision making
- ❖ **Module 2: Competency Interviews for Different Levels**

- Executive recruitment
- Management recruitment
- Graduate recruitment
- Technical specialists
- Frontline employees
- ❖ **Module 3: Legal and Ethical Considerations**
 - Equal employment opportunity principles
 - Fair and consistent interviewing
 - Data privacy and confidentiality
 - Record retention
 - Diversity and inclusion
- ❖ **Module 4: Building an Organizational Competency Interview System**
 - Standardizing interview processes
 - Competency libraries
 - Interviewer certification
 - Continuous improvement
 - Measuring recruitment effectiveness
- ❖ **Final Practical Assessment:**
 - Conduct a complete competency-based interview
 - Develop competency questions
 - Evaluate candidate responses
 - Complete scoring documentation
 - Present hiring recommendations
 - Individual feedback and action planning
- ❖ **POST-ASSESSMENT and EVALUATION**

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the locaiton - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

Aisha Relativo - Training & Career Development Manager

aisha@cmc-me.com / training@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615