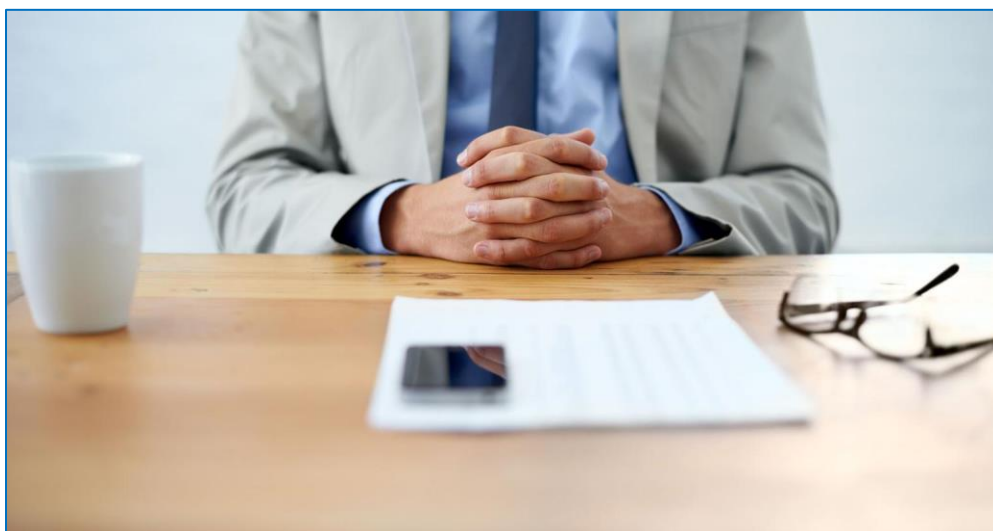




HM139-4D: Certified Competency Based Interviews

Training Description:

The certified competency based interviewing training course is designed for those who are responsible for making the selection decision for new members to their team and already have some experience in recruiting team members. It can be tailored to meet the needs of team leaders, managers and recruitment practitioners. This practical course will enhance participants' skills, knowledge and confidence in recruiting and selecting the right team member for the job using the competency based interviewing technique.

Training Objectives:

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

- ✓ Use competency based interviewing techniques using the CARL questioning method
- ✓ Evaluate and group data according to a competency
- ✓ Make objective selection decisions based on the evidence acquired
- ✓ Learn a custom-made list of questions for key positions in their organization, custom-built marking criteria for assessing candidates and a set of common competency based interview processes

Training Designed for:

This course is intended for hiring managers outside of HR, as well as recruitment specialists within HR, and all with responsibilities for interviewing and selection of employees.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ Structuring the interview
- ❖ Setting the objectives for selection
- ❖ Interviewing and making the selection decision
- ❖ Positioning of Competency Based Interviewing
 - What are competencies, competency frameworks and how they benefit the organisation and their people
 - Short presentation and group discussion
- ❖ Structuring competency based interviews
 - Format and techniques of a competency based interview
 - Reminder of the WASP interview structure
 - Preparing the candidate for a competency based interview
 - Time and structure needed to explore each competency
 - Use of competency based interview guide
 - Group work and group discussion, review of interview practice pack

DAY TWO:

- ❖ Acquiring evidence – questioning & listening skills
 - CARL questioning method
 - Handling candidate responses to questions
 - Observing candidate behaviours and recording responses



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- Summarising candidate responses
- Acquiring full evidence exercise in small groups, instructor presentation tips, and CARL questioning and summarising practice exercise in pairs using one core competency, group review of learning

DAY THREE:

- ❖ **Conducting a competency based interview**
 - Practising skills of interviewer, note taker and observer
 - Practice sessions with internal or external candidates and observer feedback
- ❖ **Making the selection decision**
 - Evaluating and rating evidence
 - Using a rating scale
 - Recommending the next stage in the selection process
 - Trainer tips presentation, exercise in trios to review and evaluate candidate responses and assign a rating, whole group review of candidate ratings and recommendations

DAY FOUR:

- ❖ **Review and next steps**
 - Applying the learning
 - Further support
 - Individual exercise and group review

DAY FOUR:

- ❖ **The interviewing training will be supported with:**
 - an optional participant pre-course questionnaire and/or pre-course reading
 - a colour printed workbook with tips, techniques and space for personal notes
 - an interview practice pack with competency based interview questions
- ❖ **Course Conclusion**
- ❖ **POST-TEST and EVALUATION**

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”.

Please note that the above topics can be amended as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

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, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

Internationally recognized certificate(s) in **AMI Management Institute** and CMCT course completion certificate will be issued to each participant who completed the course.

Training Fees:

As per the course location - 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 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 15:00	Last Session

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

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Training & Career Development Department