

6 REASONS TO CHOOSE ELITE ESSENTIAL

1.

Our highly customized programs are specially crafted based on **client's real life workplace scenarios, business and industry**, which aim to develop skills that can be applied immediately at work.

2.

We only deliver **fun learning!** We believe people will learn more when they engage in the process. Please do not expect boring lecture!

3.

Various **learning-based mind-blowing activities** will be employed, such as board games, business simulations, real life case studies, etc. We make the learning relevant to you.

4.

All our trainers have a **minimum of 10 years of experience**. We do not recommend new or less experienced trainer. Please be rest assured that you will only be getting the best from us!

5.

For **team building**, we are experienced in handling sessions ranging from a few pax up to a thousand. Number is not a problem.

6.

98% customers recommend Elite Essential. We have a track record of up to **98% satisfaction rate!**

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ELITE ESSENTIAL
INTEGRATING PEOPLE AND KNOWLEDGE

COMPETENCY-BASED BEHAVIORAL INTERVIEWING SKILLS

Hiring the right candidate is one of the most common sources of frustration for HR and Hiring Managers. It has become increasingly difficult to recruit and retain good people. Everyone wants to hire the best. What does that mean? You want to hire an individual who will be successful in the job and who will also contribute as well as bring value to the organization.

In order to hire right, you must have a complete picture of an applicant's strengths and weaknesses and how they will fit into your organization. Your interview and selection process must include an assessment of their skills, their personality, their work ethic and consideration of compatibility with their immediate supervisor.

The basic premise of the competency-based behavioral interview is that past performance is a good predictor of future performance. This workshop will equip those involved in the interviewing and selection process with the competency-based behavioral interviewing techniques.



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LEARNING OBJECTIVES

Upon completion of the program, participants are able to:

- Explain the role of competency framework in Human Resource Management
- Revisit Job Description format and how to write list of key roles and responsibilities
- Perform self-assessment to uncover personal style of interviewing
- Interpret pre-interview assessment report comprising of:
 - Written test
 - Thinking profile assessment
 - Group work
 - Individual presentation
- Design question and assessment criteria for competency-based behavioral interview
- Conduct competency-based behavioral interview
- Acquire evidence through face-to-face interview – Evaluating responses, design probing and hypothetical questions, observing body language
- Analyze assessment results and make decision for selection

PROGRAM OUTLINE

MODULE 2

Competency Framework Development

- Tools for competency framework development
- Competency jargons – Leadership competency, strategic competency, behavioral competency, core competency, foundational competency, organizational competency, functional competency, technical competency
- Samples of competency framework – Choose and structure what works for your organization
- Begin from current Appraisal System
- Integrating Core Values / Guiding Principles

Activity: Developing competency framework for a department

MODULE 4

Acquiring Evidence – Questioning & Listening Skills

- Clarifying competency / attributes to assess
- Developing Interview Plan
- Choose competency-based questions to use from Competency-Based Behavioral Interview guideline
- Types on interviewing questions – Open, probing, closed, behavioral/event, hypothetical and capability
- Evaluating candidate responses and body language
- Ten useful interview questions
- Common interviewing mistakes to avoid

Activity: Developing Interview Plan and design questions as well as functional competency assessment for in-person interview

MODULE 1

Positioning of Competency-Based Behavioral Interview

- The role of competency framework in Human Resource Management
- Traditional interview vs Competency-based behavioral interview
- Purpose of a competency-based behavioral interview
- Four items to prepare – Job's specification, candidate's application, competencies to assess, questions to ask
- Writing Job Description for job advertisement and interviewing purposes
- Use of competency-based behavioral interview guide

Activity: Writing job description for selected job positions

MODULE 3

Conducting a Competency-Based Interview

- Identify personal interviewing style through thinking profile assessment
- Interpreting pre-interview assessment result:
 - Written test
 - Handwriting analysis
 - Thinking profile
 - Group activity
 - Individual presentation
- Interview format – Opening, interviewing, closing
- Panel roles: Interviewer, assessor, role player and note taker/time keeper and observer

Activity: Thinking profile assessment and handwriting analysis

MODULE 5

Making the Selection Decision

- Evaluating and rating evidence using Interviewing Rating Sheet
- Compiling panel rating using Interview Evaluation Report
- Developing 90-day Work Plan for effective boarding program

Activity: Interview Role Play

REGISTRATION FORM

28-29 JAN 2019 | PULLMAN BANGSAR



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WORKSHOP TITLE

Competency-based Behavioral
Interviewing Skills
28-29 January 2019, Pullman Bangsar

GROUP OF 5-9 PAX

RM 1199
per person

GROUP OF 4

RM1499
per person

EARLY BIRD

RM1599
per person

NORMAL RATE

RM1699
per person

Notes:

- Kindly contact Elite Essential should accommodation is required.
- Early bird rate applies to registration received 1 month prior programme.
- For group registration of 10 pax and above, please contact Elite Essential for exclusive rate.
- Prices not inclusive of 6% Service Tax.

Tel: 603 8063 9211, Fax: 603 8063 7211 | Email: training@elite-essential.com.my

ORGANISATION: _____

SST ID: _____

CONTACT PERSON / APPROVED BY: _____

ADDRESS: _____

DESIGNATION: _____

TEL: _____

FAX: _____

EMAIL: _____

Participant Details

NAME ①: _____

DESIGNATION: _____

H/P: _____

EMAIL: _____

NAME ②: _____

DESIGNATION: _____

H/P: _____

EMAIL: _____

NAME ③: _____

DESIGNATION: _____

H/P: _____

EMAIL: _____

NAME ④: _____

DESIGNATION: _____

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Terms and Conditions:

- Registration fees include refreshments, lunches, course, materials, and certificate of attendance.
- Cancellation of registration must be made in written form (letter, fax or email) to Elite Essential Sdn Bhd before 10 working days prior to the event with 20% of the registration fees imposed for cancellation. The full registration fees will be billed to your organisation for cancellation received within 10 working days prior to the event or in a case of "no-show".
- Substitution of participant(s) is allowed with no additional charge provided Elite Essential Sdn Bhd is notified in writing of the name and designation of the new participant(s).
- Full registration fees must be received before commencement of the course. Participants with outstanding registration fees are required to make payment on site or present an undertaking letter, local order or letter of approval to participate. If one of these cannot be supplied, Elite Essential Sdn Bhd reserves the right to refuse admission.
- Elite Essential Sdn Bhd reserves the right to change the venue, facilitator and reschedule or cancel the course whenever deemed necessary. We shall inform the participant(s) if any changes arise.

MODE OF PAYMENT (please tick the appropriate box)

CHEQUE

BANK DRAFT

LOCAL ORDER

PAYMENT BY CHEQUES / BANK DRAFTS should be made payable to "Elite Essential Sdn Bhd" and crossed "A/C Payee Only"; (Maybank, A/C No: 5127 8102 2331; Swift Code: MBBEMYKL). You may bank in or send the cheques / bank drafts to us via registered mail / courier express. Please fax a copy of the transaction slip to us at Fax: +603-8063 7211 and indicate invoice number for verification purpose.

We fully understand and agree on the terms and conditions stated above.

.....
Authorised Signature

Name _____

Designation _____

Company Stamp:

Date: _____

To confirm your registration, kindly complete this form and fax to us at Fax: +603-8063 7211 or email: training@elite-essential.com.my
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