

Digital Certification Training

Competency-Based Interviewing & Selection

Techniques & Practices How To Hire Smart using STAR Method

05 & 06 October 2023

VE Hotel Bangsar South, Kuala Lumpur



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Overview of The Training

The challenge today during interviews is to be able to look beyond what the candidate is telling us and to identify the candidate's real traits and behaviour.

Making the right decisions in recruitment and selection results in maximum productivity, increased staff engagement and better staff retention hence reduced costs.

Studies have shown that hiring the wrong person can cost you:

- Three times their annual salary!
- Loss of potential customers
- Loss of opportunity cost
- Loss of business
- Demotivation among team members
- Hassle of re-interviewing for a replacement

However, it is possible to predict a person's future performance and behaviour during the interview process, using the Competency-Based Interview (CBI) STAR method questioning technique.

Research demonstrates that competency-based selection has a higher predictive validity i.e. are better at predicting future job performance than typical unstructured or biographical interviews. The technique is a structured probe strategy, is investigative and identifies the candidate's actual behaviour. This allows the Hiring Manager to make the best hiring decision.

Key Benefits of Attending This Excellent Training

In this Competency-Based Interview Technique workshop you will be expected to define what drives performance and how to achieve performance which is commonly known as competencies or behavioural and you will be taught how to craft questions around competencies/behavioural; set an interview framework around the questions and peppered with lots of practices. Also it helps to address a common mistake that most hiring managers' commit which is to hire based on experience. The training will provide guidance on how to use STAR method to guide hiring managers to assess the candidate on how they handle situations in the past.

If you are exhausted using yester-years approaches, be refreshed with competency/behavioural-based interview skills workshop. Examples of opening questions are:

- Tell me of a recent time when you have...managed change
- Describe an example of....effective communication
- Tell us about an occasion when you had to....solve a problem
- These will generally be followed-up with more in-depth questions tailored to the candidate's past performance and competencies.

Learning Outcomes

Upon completion this training, you will learn how to:

- Comprehend how to craft questions around competencies based
- Display the confidence to assess the candidate during interview
- Comply with the STAR method tool to recap on their candidate
- Acquire skills and techniques to conduct focused and probing CBI interviews
- Verify and validate what the candidate's performance and credentials
- Using Competency Models, behaviours and benchmarks of staff that you are looking for
- Practical skills training – Multiple Mock interviews, Role plays and feedback.

Who Should Attend?

This workshop will be essential use to Heads, Managers and Executives of the following departments:

- Recruitment & Selection
- Talent Acquisition
- HR Services/ Human Resources
- Any Department Heads/ Hiring Managers who conduct interview

Course Outlines (Day 1)

Understanding the Recruitment Procedures

This module will cover the understanding of the participants' interview procedures.

Methodology:

- Participants will be asked to share their way of recruiting a staff
- Challenges faced by them in recruitment

Who Are Your Potential Employees?

- Sharing of the potential employees of today.
- The potential and the challenges.
- The Characteristic of Gen Y
- Understanding the term "COMPETENCY/ BEHAVIORAL"
- Matching the candidate with the job
- Personality Behavioural Matching (Example tools DISC Profiling)

Methodology:

- Sharing
- Video Presentation



Traditional Interview & Competency/ Behavioral Interview

- Traditional: you are asked a series of questions which provide straight forward responses about work performed responses performed
- Competency/Behavioral: based on a predetermined skill set needed for the position, the interviewer wants to know how you handled the situation.
- Enlightening the difference between the traditional interview & behavioral interview
- The pros and cons for each of them
- Types of interviews that use today, video conferencing, phone & face to face interview
- Challenges faced in interviews

Methodology:

- Sharing
- Role-Play



Competency/Behavioral Based Questions

Competency/Behavioral based interviewing is a new style of interviewing that more and more companies and organizations are using in their hiring process. The basic premise behind behavioral interviewing is this: **The most accurate predictor of future performance is past performance in a similar situation.** It provides a more objective set of facts to make employment decisions than other interviewing methods. Traditional interview questions ask you general questions such as "Tell me about yourself." **The process of behavioral interviewing is much more probing and works very differently.**

In this module, participants will learn what competency/behavioral-based question is and how to come up with some of these questions during the interview.

The competency will be focus on sets of competencies by respective position and company requirements:

Self-Awareness, Self-Confidence, Self-Control, Empathy, Motivation, Social Competency,, Cooperation with Others, Recognition with Praise, Relations with Superior, Responsibilities Strategic Agility, Analytical Insight, Impact & Influence, Driving Excellence, Driving Innovation & Creativity, Service Orientation, Teamwork & Collaboration, and Developing Others.

Methodology: Sharings, Videos



Discussions to come up with behavioral questions based on needed competencies Role-play – to practice what they have learned



Course Outlines (Day 2)



Pre-Workshop
Online survey : What are the challenges you face in your interviews?

Using STAR Technique Assessment on Interview Questions

Assess relevant competencies in candidates using a variety of behavioral/competency based questioning techniques. This session, participants will be given opportunity to learn how to come up with behavioral-based/competency-based questions and through role-plays.

- Look into the behavioral-based questions – this is based on the competencies required for the respective position.
- Using STAR Technique form to fill up the answers for easy reference by the interviewer.
- Practice makes perfect – role play session.



Methodology:

- Sharing on STAR Method
- Discussions on how to follow through the STAR Method
- Role-play – to practice what they have learned

Verifying The Information

Some candidates may come prepared on how to deal with the interview that may mask some of their weaknesses. In this module, participants will gain some knowledge on ways to verify the accuracy of the information using various tools which includes NLP (Neuro- linguistic programming)

Methodology:

- Sharing
- Videos & Activity: To understand how to read the information
- Role-play: Group role-play to apply what they have learned



Role Play

- Mock-up interview for practice purpose
- A final practice
- This role play will be conducted through physical face to face interview session and through online interview



Training Schedule:

08:45AM	Participants Join Meeting Room
09:00AM	Training Starts
10:00AM	Morning Break
12:30PM	Lunch Break
15:00PM	Afternoon Break
17:30PM	End of Training

Ron Leong: Trainer, Speaker & Coach Since 1997

- Certified Behavioural & Career Consultant (The Institute of Motivational Living, Inc. USA, Certified Trainer for DISC)
- Insights™ Personality System, LearningKeys™, CareerKeys™)
- Certified Neuro-Linguistic Programming (NLP) Practitioner
- Dermatoglyphics- DNA Profile, Scientific Study of Finger-Print Analysis
- Certified Neuro Action Practitioner
- HRD Corp Accredited Trainer- 8906



RON LEONG passion is to help organizations and individuals uncover their strengths, natural preferences in areas of learning and thinking, motivations and interests, and assist them in career decisions and planning. He uses various evidenced-based and reliable systems "DISC Insights™ Personality System, LearningKeys™, CareerKeys™, Dermatoglyphics, and Neuro Action Technology. He founded "RON.1hundred – Life Transformation Program" and "From Employee's Mindset to Entrepreneur's Mindset" workshop.

He is a HRD CORP ACCREDITED TRAINER – 8906. He has formal education in Business Administration, Interactive & Counseling Psychology as well as Hotel & Catering Management. He has also completed his Master in Business Administration (MBA) from the Swiss Management Forum. He is a member of the Toastmasters International since 1998.

Ron has closed to 40 years of work experience, of which, more than 15 years is in a managerial position. He started his career in the hotel industry, started as a part-time waiter and left the industry when he was Food & Beverage Manager in a resort in Port Dickson. He decided to make a change of his career to sales after almost 10 years in hotel industry. Though a rookie in sales, he broke the company sales record at the end of his second month. He continue to break even more sales record after that. Due to this, he was promoted to Marketing Manager in the Panasonic Office Automation company where he managed a group of sales personnel to market new products from 1996 to 1999. He also was in pharmaceutical industry where he market pharmaceutical products to hospitals and clinics in the entire Pahang and part of Klang Valley.

Ron then spent two years as a freelance trainer before joining Evios (M) Sdn Bhd, a security alarm company as its Operation Manager, where he manages the company of over 30 employees. He displayed excellent leadership qualities in his position that often required him to solve matters of employee work performance and grievances, as well as overcome other challenges which arose from a change in the management team.

Due to his interest in training, Ron moved to Asia-Pacific Strategic Centre Sdn Bhd in 2004, an academic institution where he managed the centre and conducted training. His capability as a leader and trainer was so well-regarded that he was asked to head a new training centre in another educational institution in 2007. Since then, he has been the Corporate Training Manager for Knowledge Genius Sdn Bhd which has 8 other branches all over Malaysia. His task includes leading the training division, assisting all the centres in marketing the training products, implementing new training products, conducting product training for all the centres and liaising with the HRDF office. He is also as a part-time lecturer for a Business and Hotel school in his company. Subsequently, he left the company to be a freelance trainer.

Today, Ron is renowned trainer, speaker & coach in the areas of individuals and organizations behavioural. He uncovers individual potential talent, strength and weaknesses and guides them to be great leaders in their organization. He also has a very wide experience in providing organizations in the knowledge of behavioural change in business and ways to innovate to ensure their organization stay relevant and provide his expertise in closing the generation gap. His current signature program help organization focuses on practical solutions in dealing with the challenges we faced today in this disruptive and volatile world.



Testimonials from our Happy Customers

From participants of our Interviewing The Real Candidate (CBI Technique) workshops:

- CBI and STAR technique was very useful and can be practiced immediately. Will apply this technique to hire the right person.
- I learnt the correct techniques in conducting an interview and getting to know the real person
- I can now pick out the relevant competencies of the candidate, using the probing questions and coding technique
- Learnt how to ask the right questions (and 'wrong' questions to ask in an interview)
- I now understand how to select the right person for the right job
- Very experienced, in-depth and using real life examples.
- Informative and good guidelines/tools.

The course was refreshing and very interesting, as behaviour plays a big part in our ability to adapt and function in any environment. So it was a big learning experience for me too. Thank you for sharing the powerful PEAKS profiles to all of us. Kavitha Karnambal, Human Resource, Nestle, Malaysia

It was a good workshop and my staff and I appreciate the content and the clarity that you have delivered it to the team. We look forward to work with you in future programs. Kwong Choong Vai, Director, Global Shared Services, British Council, China

Many thanks to training provider and trainer for the good job in facilitating the interviewing workshop. I believe all participants have benefited from the 2-day workshop and are eager to implement at their workplace. Dr. Richard Ng, Group Marketing Director, Malaysia

The way trainer deliver and convey the message – very effective. We know our strengths, weaknesses and ways to handle situations. An excellent training course. Increased my motivation and I feel more enthusiastic and want to improve my interviewing and selection skills

Ron is a dynamic facilitator. He is approachable and personable. Really enjoyed the training. From 1-10, my ranking should be 10 for this training