

Hiring Talent through Competency Based Interview

About the Program

Business growth and expansion requires hiring of experienced professionals – managerial and technical. Positions at these level do not typically offer learning curve and functionalities are quickly required to get into quick action. The cost of an inappropriate hire can have significant adverse impact on results, people and image of the organization. A standardized process of selection based on Competency Based Interview (CBI) or Behavioral Event Interview (BEI) can significantly improve the quality of new hire. The benefits of a suitable hire can give superior results within a short span of time. This proven method formed on the premise that “past behavior is an indicator (and predictor) of future performance” has grown to be one of the most reliable tools for potential assessment; in absence of the ‘assessment center’ type of time-consuming and expensive processes, the BEI stands out as the single-most effective tool for reliable selection process. Research conducted over several years indicate this methods’ preference over other interviewing approaches due to its high correlation with performance of the candidate.

Objectives

- Recognize the importance of selection of talent and the need for process based approach
- Understand the process of Competency Based Interviewing or Behavioral Event Interviewing
- Identify the techniques of asking questions and probing to understand the behavior in depth
- Apply BEI as a tool to assess people and make selection decisions

Outcome

Participation in this workshop would build the participants understanding and skill in interviewing using the structured approach of BEI/ CBI leading to improved business results through hiring of quality talent.

Methodology

The highly experiential workshop is conducted as 1, 2 or 3 days format depending upon the target participants – Business Managers, HR Managers, Hiring Managers respectively. The workshop is conducted through role plays, live session, teach back experience and feedback to build capability in conducting BEI. Participants practice each step in the process of CBI/ BEI thereby learning the skill and ready to apply the process in hiring and selection.

Workshop Content

- Program context, objectives, cost of a bad hire
- Introduction to competencies, essential elements of competencies, understanding competency model of the organization
- Competency based interview and its structure, STAR model
- Questioning and probing, recording or logging, coding, scoring with practice sessions for each step
- Listening skills practice
- Uncovering the mask, safeguarding from pitfalls in questioning and probing

- Distinguish between what can be coded and what cannot be coded, getting back on track to generate relevant data
- Scoring and rating the candidate for selection
- Practice each step in the CBI/ BEI process – High point successful event, low point event
- Standardized BEI process with questionnaire for select positions (2 – 3 positions)
- Preparing report – objective and qualitative aspect, sample report preparation
- Full scale CBI/ BEI practice

Actual topics covered varies based on 1, 2, 3 day format.

About us

Potentia aims to bring out the best in people & organizations we work for. Our offerings include OD Consulting, Leadership Development, Inner Transformation & Motivation, Capability Building and Strategic HR. Potentia collective brings together an experience of over 300 person-years. For more details visit www.potentia.in.