Target Audience

• This training course is designed for those who have experience of recruiting and selecting team members. Participants will take their questioning and assessment skills to the next level using competency based interviewing techniques.

• We can use your competencies within this training to ensure these are embedded within the training.

Course Objectives

By the end of this half day training course, the participants will have:

• Asked competency based questions within the selection interview.

• Acquired evidence of a candidate’s past behaviour against a competency.

• Familiarised themselves with a method for making objective selection decisions based on the evidence acquired.

Course Pre-Reading

We recommend some pre-reading to maximise the use of time on the day, covering:

• Your recruitment & selection process

• The WASP interview structure

• Positioning and benefits of using competencies within selection

• Reminder of your competencies with behavioural indicators (or our examples)
Course Outline

09:30 Welcome and introductions
  - Course objectives and outline for the day
  - Domestic arrangements and style of programme
  - Facilitator presentation and personal introductions

09:45 Structuring competency based interviews
  - Format and techniques of a competency interview
  - Time and structure needed to explore each competency/behaviour
  - Getting the best from the candidate during a competency based interview
  - Facilitator demonstration with volunteer, small group work and discussion

10:15 Acquiring evidence
  - Using the CARL questioning model to acquire full evidence
  - Probing candidate responses to acquire full evidence
  - Observing candidate behaviours and recording responses
  - Acquiring full evidence exercise in small groups, facilitator tips

11:00 Coffee

11:15 Asking competency/evidence based questions
  - Handling candidate responses to questions
  - Noting and summarising candidate responses
  - Facilitator presentation tips, review and practice of example questions in interview practice pack in pairs

12:00 Making the selection decision
  - Evaluating and rating evidence
  - Using a rating scale
  - Trainer tips presentation and short exercise

12:20 Review and next steps
  - Applying the learning
  - Further support and feedback
  - Individual exercise and group review

12:30 Close

“Enjoyable, facilitator engaging. I am much more confident in my ability to interview thanks.”
Paula Lloyd,
Senior Quality Engineer,
Cabot Carbon

“Has given some good ideas as to how to improve the interview process.”
Caroline Baines,
Service Manager,
New Boundaries Group