# Behavioural Interviewing Styles

**PREFERRED TRAINING NETWORKS**

## *Using a proven interviewing process*

### What is Behavioural Interviewing?

It is a proven methodology of interviewing that can measure and fit a candidate's past experiences and performances.

### What is different about it?

The essential difference is that interviewing is a behavioural diagnostic tool that asks competency-related questions that focus on past examples of demonstrated ability rather than asking hypothetical questions. E.g. 'when did you demonstrate...' rather than 'what would you do if...'

### Why do companies use behavioural interviewing?

- You can design specific behavioural questions to determine which candidates possess the particular competencies required. You can unearth whether candidates have demonstrated these competencies in past work experiences and how past performance relates to the requirements of the role.
- You can use reference checks to validate the specific situations events and examples that candidates provide in the interview. This reduces the ability for candidates to use hyperbole and hide important information.

### How will it assist your people?

This interactive practical one day program is designed to develop the skills of interviewers through an experiential learning process. Interviewers will be invited to design and evaluate their own recruitment process, thereby allowing the knowledge to be embedded. Your people will be required to challenge their own thinking and to question their perceptions, biases and beliefs about people. This program was designed in Australia to help your people to:

- Develop a selection approach for Competitive Advantage.
- Develop competency in targeting talent.
- Interpret data correctly and position information quickly.
- Ensure your people are aware of what questions cannot be asked.
- Assess the impact of Behaviour Based Interviewing Vs. Traditional Interviewing.
- Identify ways in which current selection skills can be enhanced.
- Generate a willingness to be self aware and seek feedback with the purpose of eliminating ineffective selection strategies.
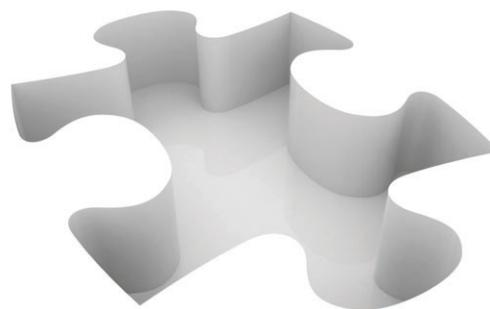- Develop a psychological team process and fit metric in selection.

## What will your people learn?

- Develop and ask effective, behaviour based questions
- Pinpoint critical success factors
- Develop structured interview guides
- Develop the skill to control the interview
- Probe and question strategically
- Build rapport with candidates
- Develop and conduct legally defensible interviews
- Use reflective listening to encourage self expression
- Measure skills objectively instead of based on personality
- Assess a candidate's ability to thrive in a rapidly changing environment
- Make decisions based on data as opposed to gut feel
- Manage the image of the organisation
- Recognise and respond appropriately to the difference between generational values

## What does a typical program outline look like?

| | |
|---|---|
| **Self awareness** | • Self awareness allows us to identify ineffective behaviours in the interview process<br>• Behaviour can be a stumbling block to success<br>• Choose our behaviour and choose our results<br>• Identify and label personal bias, ineffective thinking and reactions |
| **Building rapport** | • Rapport is more than respect and communication<br>• Build relationships by "getting into the world of others"<br>• Generate rapport with people whom we see as different to ourselves<br>• Use body language to understand others and build rapport<br>• Rapport as an interview technique |
| **Team effectiveness** | • Design interview processes as a team<br>• Use objective guidelines to make decisions<br>• Maintain code of conduct<br>• Avoid temptation to redesign the process<br>• Respect diversity of ideas |
| **Avoid basic interview errors** | • Collect relevant information to help you determine how well a candidate will perform in your environment<br>• Develop proficiency and comfort in taking notes<br>• Aggregate statistically significant candidate data<br>• Encourage shy and nervous candidates to open up appropriately<br>• Deal more effectively with candidate's who are evasive<br>• Identify candidates who are creating answers<br>• Re-gain control of the interview when candidate's are overly talkative |

**What does a typical program outline look like? (continued)**

| | |
|---|---|
| *Design the interview process* | • Selection for Competitive Advantage<br>• Team Management Process<br>• Selection Process<br>• Behaviour Based Interviewing Process<br>• Behaviour Based Vs. Traditional Interviewing |
| *Interview guide* | • Identify the skills that are essential for success in the position and your organization<br>• Develop and ask effective, behaviour based questions<br>• Develop structured interview guides<br>• Measure skills objectively instead of responding to personality<br>• Assess a candidate's ability to thrive in a rapidly changing environment<br>• Make decisions based on data rather than gut feelings |
| *Develop and conduct legally defensible interviews* | • Identify and overcome personal biases that interfere with effective decision making<br>• Objectively assess the strengths of candidates from different cultural backgrounds<br>• Avoid the pitfall of placing too much emphasis on body language<br>• Develop strategies to detect and avoid bias on the basis of gender or cultural factors<br>• Avoid hiring practices that could lead to complaints or negative publicity |
| *Ensuring Equity* | • Increase awareness<br>• Eliminate inappropriate barriers to effective hiring decisions<br>• Behaviour vs. Personality<br>• Biases vs. Behaviour<br>• Stereotyes & prejudices<br>• Ensure equity in note taking<br>• Develop and conduct legally defensible interviews<br>• Respect generational values |

**Would you like to attend this program?**

**For maximum effectiveness, this program is best conducted as an in-house program.**

**Ideal group size:** 3 – 8 participants

**Venue:** For your convenience, you can choose to conduct this program at your business premises Alternatively, we can provide a training venue at a small additional cost.

**Duration:** This program can be adapted to meet you requirements.

**Cost:** Price on request.

**Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEO's.

**If you would like more information on this training program, please contact:**

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or visit our website today.