

# COMPETENCY-BASED BEHAVIOURAL INTERVIEWING SKILLS

April 9-10, 2025 | Kuching

## INTRODUCTION

Today's job market has become very competitive. As a representative of the organization, how do professionals portray and choose the most suitable candidate for a job? We understand that this is not an easy task. Hence this training program was developed to enable the participants to develop this critical skill. A couple of years ago we had excessive demand but low supply of qualified man power; today the situation is reversed. Because the supply is excessive, professionals involved in recruiting for a company should not be lax about the process of choosing the best candidate as attrition should be avoided at all costs.

The training is a key program as the success of an organization lies in the productivity of their manpower. While interviewing an eligible candidate, it is necessary for professionals to be well acquainted with appropriate behavioral interviewing questions. We take the participants through the process of identifying the core competencies to conducting the interview. Participants conduct mock interviews and each participant is given feedback by the trainer and the participants on his/her performance in this training.

## LEARNING OBJECTIVES

- Work with a person specification
- Understand the importance of interviewing effectively
- Understand the styles of selection interviewing
- Identify the key criteria for the job
- Understand how to ask behavioral questions
- Obtain the skills and information to conduct competency-based interviews and assess individuals against job-related competencies through interactive exercises
- Ensure that your organization gives all potential candidates a fair opportunity to be recruited, selected and recommended for jobs and career advancement
- Master the application of a consistent system and standards for selection in your organization. Have greater confidence in their ability control the interview

## WHO SHOULD ATTEND

General Manager, HR Manager, Human Capital Development Manager, Training Manager, HODs, Team Leaders, those involve in hiring and background check

## METHODOLOGY

- Stimulating Lecture
- Analytical Learning through Case Study & Exercises
- Group discussions
- Reflection on current problems
- Mock interview sessions
- Highly Practical - Role-play
- CV / Resume evaluation
- Interview introduction
- Questioning the candidate
- Closing the interview
- Interview Evaluation & paperwork
- Take Away: 75 Behavioural Question



**REGISTER NOW!**

SCAN QR CODE TO REGISTER



Also known as Malar, she is a HRDC Certified Trainer and a Business Coach with over 17 years of training experience. She holds a Bachelor of Arts, majoring in Anthropology & Sociology from National University of Malaysia (UKM), a Master's in Business Administration at University Utara Malaysia (UUM) and a Doctorate in Business Administration from University Utara Malaysia (UUM). She has acquired extensive experience in training and coaching across various fields, including leadership, human resources, performance appraisal, personal development programs, quality improvement initiatives, team building, and university and school programs, among others. Her distinctive qualities as a person lie in the unspoken elements of attentiveness, thoughtfulness, and powers of observation as well as a critical eye for detail.

**LEARNING MODULES**

- Module 1: Pre-Selection**
  - Traditional vs contemporary interview sessions
  - Gap Analysis
  - Job Description
  - Understanding job expectation and needs
  - Identifying competencies
  - Linking business strategy to competencies
- Module 2: The Selection System: Recruitment**
  - Defining the Selection System
  - Competency Coverage Grid
  - Justifying the selection system
  - Selection System SMART Objective
  - 4 Phase Selection Model

- Module 3: Competency-based Interviewing**
  - The Competency-based (Behavioral) Interview
  - The Goal: Behavioral Examples
  - False Behavioral Examples
  - Determining the Critical Job Requirements
  - Steps in Determining Competencies (Job Requirements)

- Module 4: Interview Preparation**
  - The Interview Guide
  - Using the Guide for Effective Note Taking
  - Body Language Guide
  - The STAR Technique
  - Interview stages
    - Before
    - During
    - After

- Module 5: Conducting the Interview**
  - Opening the Interview
  - Pacing the Interview
  - Building and Maintaining Rapport
  - Techniques for Maintaining Candidate Self-Esteem
  - Asking the Questions
  - Collecting Details
  - Follow-Up Probes
  - Closing the Interview

- Module 6: Evaluating the Interview**
  - Evaluating the Interview
  - Sharing Information with Others
  - Establishing Qualified Candidates
  - Determining Who Gets the Job
- Module 7: Probing – Understanding the Need for Probing**
  - What is a Probe?
  - Uncovering Skills of Probing
  - The need to go beyond accepting facts at face value
  - Why are you probing?
  - Three things to uncover through probing
  - Qualifying answers in SMART format
  - Examples of Smart and Dumb Sales Fact Finding Probe
  - Seven Examples of Hiring/Appraisal Interview Probe Questions

**INVESTMENT FEE (Per Participant)**

EARLY BIRD RATE	NORMAL RATE	CLOSING DATE OF REGISTRATION
RM 1790	RM 1990	EBR: One month before commencement of the course NR: One week before commencement of the course
Applicable for registrations received and paid one month before commencement of the course	Applicable for registrations received and paid after the EBR closing date	

\*The fee is not yet inclusive of 8% SST  
Closing Date: April 2, 2025



The Organiser reserves the right to make any amendments that are deemed necessary in the best interest of the workshop.

Please register me/us for the workshop on

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Do you intend to utilize HRDCorp Levy for this program? **Yes / No**

Upon submission of this form, I have read and accepted the terms & conditions of this registration

**Participant 1**

Name : .....  
 Position : .....  
 Contact : .....  
 Email : .....

**Participant 2**

Name : .....  
 Position : .....  
 Contact : .....  
 Email : .....

**Participant 3**

Name : .....  
 Position : .....  
 Contact : .....  
 Email : .....

Company : .....  
 Address : .....  
 Tel : ..... Fax : .....

**Nominating Person**

Name : .....  
 Position : .....

**Approving Person**

Name : .....  
 Position : .....

Invoice Attention to : .....

Email : .....

**TERMS & CONDITIONS:**

- Fees are inclusive** of programme materials, refreshments, luncheons and certificate.
- Outstations participants** are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.
- Payment, Confirmation & Admission**  
An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A Letter of Undertaking may be acceptable with prior notice and consent.
- Substitution/Replacement of Participants**  
Substitutions are allowed at no extra charge provided MRS is notified in writing at least 5 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge thereto.
- Cancellation of Participants**

For Paid Registrations	For Unpaid Registrations
<ul style="list-style-type: none"> <li>30 days before course: Full refund or transferable</li> <li>14 days before course: Refund minus 15% admin fee or transferable</li> <li>Less than 14 days before course: No refund but transferable</li> <li>No show: No refund and not transferable</li> </ul>	<ul style="list-style-type: none"> <li>30 days before course: No applicable admin fee</li> <li>14 days before course: 15% admin fee chargeable</li> <li>Less than 14 days before course: Full fees chargeable and transferable</li> <li>No show: Full fees chargeable and not transferable</li> </ul>

\*Transferable - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value

**6. Postponement**

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and holds MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

**7. Permanent Cancellation**

In the event of a permanent cancellation by MRS of a course and provided the event is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and holds MRS harmless from any cost incurred.

8. Participants have read and consent to MRS processing the **registration data** in accordance with the Personal Data Protection Notice posted on www.trainingprovider.org. As such, they have discharged their responsibility of ensuring the information provided herein is the most up-to-date information as possible.

**MRS MANAGEMENT SDN BHD (275222-P)**

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