

Behavioural and Competency-Based Interview: Is Your Career Future-Proof?

- Are you facing challenges as a Hiring or Talent Manager when it comes to job-matching competencies and skills with specific responsibilities?
- Do you want to understand how competency-based and behavioural interviewing can influence better hiring decisions?
- Would you like to master practical techniques and skills for conducting effective competency-based interviews?

Introduction

Interviews are the gateway to building organisational strength, yet many managers struggle to select the right candidates because of weak interviewing methods. Poorly structured interviews often lead to poor hiring decisions, draining resources, weakening organisational capability, and creating long-term challenges. Competency-based and behavioural interviewing provide a proven approach to solve this problem. By focusing on the skills, behaviours, and competencies that align with actual job responsibilities, interviewers can more accurately assess candidates and make stronger hiring decisions. This program equips participants with the techniques to ask the right behavioural questions, apply structured competency models, and integrate both into a systematic interview process. Participants will learn how to “size up” candidates effectively, ensuring that every hire strengthens the organisation’s performance. By mastering these approaches, hiring managers can future-proof their careers and contribute directly to the success of their organisations.

Program Objectives

This training aims to:

- Understand the definition of competencies, different types of competencies matching behavioural questioning, and how to conduct the competency-based interview.
- I am having the knowledge and skills of matching competencies to the relevant job scope/responsibilities analysis.
- Develop comprehensive competency-based and behavioural questions to apply effectively and professionally while conducting interview sessions.

Learning Outcomes

After completing this training, participants should be able to

- Appreciate, understand and take part in the recruitment and selection process in the customised, practical approach during the session
- Prepare for interviews as a competent role as an interviewer using competency-based techniques
- Plan, prepare and carry out an effective selection interview

- Assess the information you obtain during an interview using both competency and behavioural-based questioning techniques and skills
- Plan and implement good competency job-matching identification for your work team
- Design and implement policies related to upskilling, training and retaining staff

Who Should Attend?

Hiring Managers, Talents Recruitment Managers, Job Counsellors- Consultants and Retirees. This programme is also appropriate for Directors, Managers, Team Leaders, Executives, Human Resource Personnel and anyone interested or in need to learn, to create and make desired changes to adapt and apply new techniques using competency-based interview techniques and skills.

Methodology

Informative lectures reinforced by films, group discussion and practical sessions, Case Study, gamification, presentation, role-play, simulation, videos, quiz.

Program Outline

Time	Day One
9.00am– 10.30am	<p>The Trends and Types of Interviewing Tools</p> <p>In this module, participants would understand the evolution of the interview process. Also, participants would learn the different tools used in the interview process.</p>
10.30am-11.00am	<p>Break and Networking</p>
11.00am-1.00pm	<p>Interviewers- Are They the Ones That Needs To Be Interviewed First?</p> <p>A lot of interviewers do not know their issues and errors when conducting an interview. In this module, participants would perform their way how they hold interviews and coaching methods to identify their gap of improvement.</p>
1.00pm-2.00pm	<p>Lunch Break and Networking</p>

2.00pm-3.30pm	<p>Selecting the Right Tools and Techniques for Gen-Y's Using Behavioural Skills</p> <p>This module shared the strength of a behavioural based interview. The participants would appreciate and identify the strength of this interview techniques and the right target group and the right target scenario to apply behavioural based interview.</p>
3.30pm-4.00pm	Break and Networking
4.00pm-5.00pm	<p>Behavioural & Competency-Based Skills</p> <p>The participants would learn the right techniques and skills to perform the behavioural and competency-based skills interview. The participants would equip themselves with the right skills and knowledge to perform the task.</p>

Time	Day Two
9.00am– 10.30am	<p>Who Is Doing the Talking?</p> <p>The participants would learn active listening skills and observation skills during the interview. The participants would learn the fundamentals of micro expression and nonverbal skills to enhance their interview skills in this session.</p>
10.30am-11.00am	Break and Networking
11.00am-1.00pm	<p>Actions Speak Louder Than Words – Is It True?</p> <p>The participants are trained to ask questions to check the validity and reliability of the information provided by the interviewee. Different techniques are shared in this module to help the interviewers to capture the right information given by the interviewee.</p>
1.00pm-2.00pm	Lunch Break and Networking
2.00pm-3.30pm	<p>Competencies-Matching And Practical Simulation With Every Candidates/Learner</p> <p>In this module, participants would learn how to do mapping and matching between the competencies with the functional simulation. The participants would learn the behavioural competencies mapping before writing the complete report and selecting the employee.</p>

3.30pm-4.00pm	Break and Networking
4.00pm-5.00pm	<p>Competency-Based Interviewing Skills In Action</p> <p>This practical module requires the participants to perform a competency-based interview. Peers review and discussion for improvement are conducted by the end of the session.</p>