

COMPETENCY-BASED INTERVIEWING & SELECTION FOR HIRING MANAGERS

“Enhancing Recruitment Effectiveness Through Behavioral Interviewing and Evidence-Based Selection”

Schedule

Date	Venue	Fees
26 – 27 Feb 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate
04 – 05 Mar 2026	Doha, Qatar	USD 1995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Making the right hiring decision is critical to team performance and organizational success. However, traditional interviews often rely on gut feeling rather than objective assessment. Competency-based interviewing (CBI) empowers hiring managers to identify the right talent by focusing on real-life behaviors that predict future success.

This practical 2-day course equips hiring managers with the tools and techniques to conduct structured, legally defensible, and performance-focused interviews. Participants will learn how to define key competencies, ask the right behavioral questions, and evaluate candidates consistently and fairly.

Objectives

- By the end of this course, participants will be able to:
- Understand the principles and benefits of competency-based interviewing
 - Define job-specific behavioral competencies aligned with role success
 - Design structured interview guides and rating tools
 - Conduct effective interviews using the STAR technique
 - Make objective hiring decisions based on evidence and consistency

Why Attend

- Improve hiring accuracy and reduce employee turnover
- Learn to ask insightful questions that reveal real capabilities
- Ensure fairness and compliance in your selection process
- Build confidence in interviewing and decision-making
- Contribute to a stronger and more aligned organizational culture

Target Audience

This program is designed for:

- Hiring managers and line supervisors involved in recruitment
- HR business partners and talent acquisition professionals
- Department heads and team leads
- Anyone responsible for making or contributing to hiring decisions

Individual Benefits

Key competencies that will be developed include:

- Interview preparation and questioning techniques
- Ability to assess behaviors against job competencies
- Skill in interpreting candidate responses for cultural and performance fit
- Confidence in managing panel interviews and providing feedback
- Enhanced judgment in final hiring decisions

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- More reliable and valid hiring practices
- Increased quality of hire and faster onboarding
- Stronger team performance through better role fit
- Reduced bias and greater fairness in selection
- Compliance with HR and legal standards for recruitment

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Competency frameworks and structured interviewing
- Case Studies – Examples of hiring success and misalignment
- Workshops – Question design, interview simulations, and rating exercises
- Peer Exchange – Sharing industry hiring challenges and insights
- Tools – Interview guides, scoring templates, and evaluation checklists

Course Outline

DETAILED 2-DAY COURSE OUTLINE

Training Hours: 07:30 AM – 03:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

- Day 1: Foundations of Competency-Based Interviewing**
- Module 1: Introduction to Competency-Based Selection (07:30 – 09:30) • Challenges with traditional interviewing • The business case for competency-based approaches • Overview of behavioral competencies
 - Module 2: Defining Success Profiles (09:45 – 11:15) • Identifying key competencies for specific roles • Linking behaviors to performance and values • Customizing competency dictionaries
 - Module 3: Question Design and the STAR Technique (11:30 – 01:00) • Structuring effective behavioral questions • Probing for depth, relevance, and context • Using STAR (Situation, Task, Action, Result) for consistency
 - Module 4: Workshop – Build Your Interview Guide (02:00 – 03:30) • Teams develop role-based questions and scoring tools
- Day 2: Interviewing, Evaluation & Decision-Making**
- Module 1: Conducting the Interview (07:30 – 09:30) • Managing candidate comfort and consistency • Active listening and behavioral cues • Interview do’s and don’ts for legal and cultural fit
 - Module 2: Scoring and Candidate Evaluation (09:45 – 11:15) • Rating responses using evidence-based criteria • Avoiding bias in scoring and decision-making • Debriefing as a panel and reaching consensus
 - Module 3: Final Selection and Post-Interview Actions (11:30 – 01:00) • Reference checks and second interviews • Documenting hiring decisions • Communicating outcomes and feedback
 - Module 4: Final Workshop – Interview Simulation (02:00 – 03:30) • Teams conduct and evaluate live interviews using STAR and scoring tools

Certification

Participants will receive a Certificate of Completion in Competency-Based Interviewing & Selection for Hiring Managers, validating their ability to conduct structured interviews, assess behaviors, and select candidates aligned with performance and culture.

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