

## EFFECTIVE INTERVIEWING SKILLS & TECHNIQUES

*“Selecting the Right Talent Through Structured and Competency-Based Interviewing”*

### Schedule

Date	Venue	Fees (Face-to-Face)
04 - 05 Mar 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate

### Introduction

Interviewing is one of the most critical steps in the recruitment process—yet many hiring decisions are made based on instinct rather than structured evaluation. Effective interviews require preparation, objective assessment, and behavioral insight to ensure organizations select the right candidates while complying with legal and ethical standards.

This 2-day interactive training program equips HR professionals and hiring managers with the tools to design and conduct high-impact interviews. Participants will master techniques such as competency-based questions, behavioral indicators, and scoring systems that ensure interviews are consistent, fair, and predictive of job performance.

### Objectives

By the end of this course, participants will be able to:

- Prepare and structure interviews that align with job requirements and competencies
- Apply behavioral and situational interviewing techniques
- Avoid bias and ask compliant, job-relevant questions
- Evaluate and score candidate responses objectively
- Improve hiring outcomes and retention through structured selection

## Why Attend

- Reduce hiring errors and improve employee fit
- Build confidence in conducting interviews for any job level
- Learn to identify red flags and validate candidate claims
- Gain templates and tools that streamline your interview process
- Support diversity, inclusion, and fairness in recruitment

## Target Audience

This program is designed for:

- HR professionals and recruiters
- Line managers and team leads involved in hiring
- Talent acquisition specialists and business partners
- Internal interview panel members
- Organizational development and training managers

## Individual Benefits

Key competencies that will be developed include:

- Interview planning and question development
- Active listening and probing skills
- Bias awareness and fair candidate evaluation
- Confidence in handling different interview scenarios
- Improved candidate experience and employer branding

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- More effective and legally defensible hiring decisions
- Consistent interview practices across departments
- Better alignment of hiring with organizational values and competencies
- Increased quality of hire and reduced turnover
- Enhanced reputation as a structured and fair employer

## Instructional Methodology

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

- Strategy Briefings - Interviewing models, legal guidelines, and best practices
- Case Studies - Real-world hiring errors and success stories
- Workshops - Developing questions, scorecards, and evaluation forms
- Peer Exchange - Role-play and feedback on live mock interviews
- Tools - Interview planning templates, competency matrices, and guides

## Course Outline

**Training Hours: 7:30 AM - 3:30 PM** Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

### Day 1: Foundations of Effective Interviewing

- Module 1: Understanding the Interviewing Process (07:30 - 09:30) • Role of interviewing in the overall selection strategy • Common pitfalls in traditional interviewing • Types of interviews: structured, behavioral, panel, remote
- Module 2: Preparing for Interviews (09:45 - 11:15) • Clarifying job requirements and selection criteria • Developing structured interview guides and scorecards • Legal do's and don'ts: avoiding discriminatory questions
- Module 3: Behavioral and Competency-Based Interviewing (11:30 - 01:00) • The STAR method and behavioral questioning techniques • Identifying key competencies and performance indicators • Probing for depth and truthfulness
- Module 4: Workshop - Writing and Practicing Interview Questions (02:00 - 03:30) • Developing questions aligned with real job profiles • Peer feedback on effectiveness and clarity

### Day 2: Interview Execution and Evaluation

- Module 5: Conducting the Interview (07:30 - 09:30) • Opening and closing techniques • Managing nervous or difficult candidates • Building rapport while maintaining professionalism
- Module 6: Evaluating and Scoring Candidates (09:45 - 11:15) • Using structured scoring and decision-making frameworks • Identifying red flags and inconsistencies • Debriefing and panel discussions
- Module 7: Interviewing in Special Contexts (11:30 - 01:00) • Remote interviewing and technology tools • Interviewing senior-level or technical candidates • Diversity, equity, and inclusion in selection
- Module 8: Simulation - Conducting a Structured Interview (02:00 - 03:30) • Role-play interview panels with real-time evaluation • Group feedback and closing reflections

## Certification

Participants will receive a Certificate of Completion in Effective Interviewing Skills & Techniques, validating their capability to conduct structured, fair, and high-quality interviews that lead to successful hiring decisions.

## Why Choose MAWA Events

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