

COMPETENCY-BASED INTERVIEWS (CBI)

"Master the Art of Evidence-Based Hiring to Build High-Performing Teams."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

Competency-Based Interviews (CBI) are structured interviews that assess candidates against key behaviors, skills, and knowledge required for a role. This intensive 5-day program equips HR professionals, hiring managers, and team leaders with the tools, frameworks, and confidence to conduct effective CBIs. Participants will learn to design competency profiles, craft behavioral questions, assess candidate responses, and make objective hiring decisions that reduce risk and improve organizational fit.

Objectives

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

- Understand the principles and structure of competency-based interviews
- Identify and define job-specific competencies and behavioral indicators
- Design structured and legally defensible CBI questions
- Use STAR and other models to assess candidate responses accurately
- Make evidence-based hiring decisions and reduce unconscious bias

Why Attend

Hiring the right people is a critical success factor for any organization. This course enables you to improve your interviewing skills, ensure fairness, and select candidates who will thrive in their roles—reducing turnover and increasing productivity.

Target Audience

- HR Managers and Recruiters
- Talent Acquisition Professionals
- Hiring Managers and Supervisors
- Organizational Development Specialists
- Anyone involved in interviewing and candidate selection

Individual Benefits

- Conduct structured interviews with greater consistency and confidence
- Reduce hiring errors and improve candidate quality
- Build professional credibility as a strategic interviewer
- Learn to detect red flags and validate candidate claims effectively

Organizational Benefits

- Establish a robust, fair, and compliant recruitment process
- Reduce recruitment costs by improving hire success rates
- Align hiring practices with organizational competencies and strategy
- Promote diversity and eliminate unconscious bias in hiring

Instructional Methodology

- Role-play simulations with structured feedback
- Case studies of real interview scenarios
- Hands-on exercises designing competency profiles and interview guides
- Peer interviews and live practice sessions
- Trainer-led discussions and group activities

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

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: Fundamentals of Competency-Based Interviewing

- Module 1: Introduction to Competency-Based Hiring (07:30 – 09:30)
- Module 2: Behavioral Competencies and Role Alignment (09:45 – 11:15)
- Module 3: Legal and Ethical Foundations of Interviewing (11:30 – 01:00)
- Module 4: CBI vs Traditional Interviews – Benefits and Pitfalls (02:00 – 03:30)

Day 2: Designing Competency Frameworks

- Module 1: Job Analysis and Competency Identification (07:30 – 09:30)
- Module 2: Developing Competency Dictionaries and Profiles (09:45 – 11:15)
- Module 3: Linking Competencies to KPIs and Role Outcomes (11:30 – 01:00)
- Module 4: Customizing Interview Guides for Roles (02:00 – 03:30)

Day 3: Crafting and Conducting CBI Questions

- Module 1: Writing Effective Behavioral Questions (07:30 – 09:30)
- Module 2: STAR, SOARA, and CAR Models for Response Evaluation (09:45 – 11:15)
- Module 3: Mock Interviews: Questioning Techniques and Probes (11:30 – 01:00)
- Module 4: Bias Awareness & Active Listening in Interviews (02:00 – 03:30)

Day 4: Scoring and Assessing Candidate Responses

- Module 1: Designing Objective Rating Scales and Rubrics (07:30 – 09:30)
- Module 2: Identifying Behavioral Evidence in Candidate Responses (09:45 – 11:15)
- Module 3: Group Interviews and Panel Interview Strategies (11:30 – 01:00)
- Module 4: Case Study: Assessing Real Candidate Profiles (02:00 – 03:30)

Day 5: Interview Practice & Hiring Decisions

- Module 1: Interviewing Simulation Lab – Practice with Peers (07:30 – 09:30)
- Module 2: Feedback & Coaching: Improving Your Interviewing Style (09:45 – 11:15)
- Module 3: Making the Hiring Decision: Evaluation Grids & Documentation (11:30 – 01:00)
- Module 4: Certification Exam, Wrap-Up & Action Planning (02:00 – 03:30)

Certification

Participants who complete the full course and pass the practical and written assessments will receive a Certificate in Competency-Based Interviewing (CBI). The certification validates proficiency in conducting structured, fair, and effective behavioral interviews.

Why Choose MAWA Events

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In-House / Customized Training

Interested in running this course for your team?

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