MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

COMPETENCY - BASED INTERVIEWING SKILLS – ILM ENDORSED HIRING THE RIGHT PEOPLE FOR THE RIGHT JOBS

"Enhancing Interviewing Accuracy through Competency-Based Techniques"

Schedule

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

Introduction

The ability to hire the right people for the right roles is one of the most critical factors determining organizational success. Traditional interviews often rely on intuition rather than structured evaluation, leading to inconsistent hiring outcomes. This **Competency-Based Interviewing Skills** course provides participants with the knowledge, tools, and confidence to conduct interviews that are systematic, fair, and focused on measurable competencies.

Endorsed by **ILM (Institute of Leadership & Management)**, the program emphasizes behavioral and situational interviewing techniques to assess a candidate's true potential, ensuring that hiring decisions align with organizational values and performance expectations.

Objectives

- By the end of this training, participants will be able to:
- Understand the principles of competency-based interviewing and its advantages over traditional methods.
- Identify and define key competencies required for specific job roles.
- Design structured, behavioral interview questions that reveal real skills and behaviors.
- Apply the STAR (Situation, Task, Action, Result) model to evaluate candidate responses.
- Avoid common interviewer biases and legal pitfalls.
- Improve hiring accuracy and consistency across the recruitment process.
- Conduct interviews that promote fairness, diversity, and inclusion.

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Why Attend

This course equips hiring professionals and line managers with practical, evidence-based interviewing skills that enhance decision-making and minimize hiring errors. Through hands-on practice, role plays, and real case studies, participants will develop the confidence to identify high-performing candidates who fit both the role and the organizational culture.

Target Audience

This course is suitable for:

- HR Managers and Recruiters
- Talent Acquisition Specialists
- Department Heads and Line Managers involved in hiring
- Team Leaders and Supervisors
- Anyone responsible for conducting job interviews or assessing candidates

Individual Benefits

- Master the art of competency-based interviewing.
- Develop advanced questioning and listening skills.
- Increase objectivity and confidence during interviews.
- Build consistency and fairness in candidate evaluations.
- Strengthen your reputation as a professional interviewer.

Organizational Benefits

- Improved quality of hires leading to higher productivity.
- Reduced turnover and hiring costs.
- Consistent and competency-aligned recruitment practices.
- Enhanced employer brand through professional candidate experiences.
- Greater legal compliance and reduced bias in recruitment decisions.

Instructional Methodology

- Interactive workshops and discussions
- Real-life interview simulations and role plays
- Behavioral observation and feedback sessions
- Case study analysis
- Group exercises on designing competency-based questions

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Course Outline

Module 1: Introduction to Competency-Based Interviewing

- Understanding competencies and their role in hiring
- Traditional vs. competency-based interviewing
- Linking competencies to business objectives

Module 2: Developing the Competency Framework

- Identifying job-specific and organizational competencies
- Writing behavioral indicators for each competency
- Aligning competencies with job descriptions

Module 3: Structuring the Interview

- Preparing for competency-based interviews
- Creating interview guides and scoring systems
- Behavioral and situational questioning techniques

Module 4: The STAR Model

- Understanding the STAR (Situation, Task, Action, Result) method
- Evaluating candidate responses effectively
- Identifying strong versus weak evidence

Module 5: Interview Practice and Evaluation

- Conducting mock interviews
- Providing structured feedback
- Avoiding interviewer bias and ensuring fairness

Module 6: Implementation and Continuous Improvement

- Integrating competency-based interviewing into recruitment strategy
- Monitoring outcomes and improving consistency
- Best practices and ILM endorsement requirements

Certification

Participants who successfully complete the program will receive an ILM Endorsed Certificate in “Competency-Based Interviewing Skills – Hiring the Right People for the Right Jobs.”

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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