

*It's Time To Stand Out*

# Hiring Smart: Behavioral Interviewing Techniques



This workshop concentrates on the pre-interview preparation, developing questions and their value, the interview techniques that get specific, behavior-based examples of past performance, and the strategies that follow through on this process. This workshop takes the behavioral interview even further with a twelve-step process to hiring top performers.

## What You Will Cover:

- The cost of hiring errors
- Why use behavioral interview techniques
- How to get the information you need
- How to identify competencies and performance dimensions
- Testing
- Writing the interview questions
- Defensible resume screening
- Developing an effective interview format
- Ethical and legal issues
- Interviewing techniques
- Reports vs. proposals
- Reference Checks

## How You Will Benefit:

- Have a process for creating competency requirements for any given position
- Understand why behavioral interviews are two to five times more accurate than traditional interviews.
- Identify the principles of behavioral, performance-based selection methods.
- Recognize the pattern of behavioral questions and use this pattern to design job-specific, behavioral, performance-based questions.
- Enhance professional interviewing skills with effective communication strategies and behavioral interviews techniques
- Develop a defensible scoring and evaluation process

## Register now—

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- Business Writing that Works
- Change Management: Change and How to Deal With It
- Coaching: A Leadership Skill
- Communication Strategies
- Conducting Effective Performance Reviews
- Conflict Resolution: Dealing with Difficult People
- Conflict Resolution: Getting Along in the Workplace
- Customer Service Training: Managing Customer Service
- Customer Service: Critical Elements of Customer Service
- Delegation: The Art of Delegating Effectively
- Hiring Smart: Behavioral & Performance-based Techniques
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- Writing Reports and Proposals



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