

# Hiring for Success: 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 discussion of communication techniques and the use of other types of interview questions.

## How You will Benefit:

- Recognize the costs incurred by an organization when a wrong hiring decision is made.
- Develop a fair and consistent interviewing process for selecting employees.
- Prepare better job advertisements and use a variety of markets.
- Be able to develop a job analysis and position profile.
- Use traditional, behavioral, achievement oriented, holistic, and situational interview questions.
- Enhance communication skills that are essential for a skilled recruiter.
- Effectively interview difficult applicants.
- Check references more effectively.
- Understand the basic employment and human rights laws that can affect the hiring process.

## What You Will Cover:

- ▶ The cost of hiring errors
- ▶ Why use behavioral interview techniques
- ▶ How to get the information you need
- ▶ Advertising guidelines
- ▶ Communication skills
- ▶ Writing the interview questions
- ▶ Defensible resume screening
- ▶ Developing an effective interview format
- ▶ Ethical and legal issues
- ▶ Interviewing techniques
- ▶ Asking questions and listening for answers
- ▶ Reference checks

Name of City and Date of Event

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## What's Included:

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. \*Prices and dates are subject to change.

## Pre-Registration Form:

### Hiring for Success

Yes  Enroll me now

Participant Name (*Please Print*) \_\_\_\_\_

Position \_\_\_\_\_

Immediate Supervisor \_\_\_\_\_

Organization \_\_\_\_\_

Organization Address \_\_\_\_\_

ZIP \_\_\_\_\_ Telephone # \_\_\_\_\_

Fax \_\_\_\_\_ E-Mail \_\_\_\_\_

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