

Behavior-Based Interviewing: Selecting the Right Person for the Job (1st Edition)

Course Specifications

Course Number: CCT-003_rev4.0

Course Length: Self-study or Classroom Training

Course Description

The 50-Minute Manager Series was designed to cover critical business and professional development topics in the shortest time possible. Our easy-to-read, easy-to-understand format can be used for self-study or classroom training, or even office training. With a wealth of hands-on exercises, the 50-Minute books keep you engaged and help you retain critical skills.

After reading this book, you'll have the critical skills to find the right person for the right job every time, develop clear and accurate job descriptions and requirements, establish a fair and defensible hiring process, and construct unbiased, objective interview questions. To compete in today's market, businesses must adapt quickly to the ever-changing environment. Finding the right person to fit your company's needs is essential. This course will help you develop practical, specific, well-defined behavioral criteria to determine if a candidate can deliver the expected results.

Course Objective: The learning objectives for Behavior-Based Interviewing are listed below. They have been developed to guide you, the reader, to the core issues covered in this book.

The Objectives of this book are:

- To explain how to develop objective job criteria
- To provide a technique for developing objective, open-ended interview questions
- To teach how to conduct an objective interview that extracts in-depth information from the applicant
- To demonstrate how to analyze interview results and rate applicants against objective criteria
- To show how to follow up the interview process with rejection and offer letters

Course Content

Phase 1: Gather Information

- The Behavior-Based Interview
- The Employee Requisition Form
- The Position Description
- Consulting with Knowledge Givers
- The Performance Review
- The Position Requirements/Profile
- Glossary of Defined Behaviors
- Creating a Dimension Matrix
- Background Review

Phase 2: Conduct the Interview

- Principles of Effective Interviewing
- Developing Interview Questions
- The Interview Question Matrix
- The Importance of Questions
- Open-Ended and Closed Questions
- Probing
- The Interview Worksheet
- Behavioral Rating Profile
- The Interview Process
- Avoiding Interview Bias

Phase 3: Interpret Behavior

- Interpreting Behavior
- What You See
- What You Hear
- The Words and the Music

Phase 4: Follow-Up

- After the Interview
- Letters of Importance
- Process of Improvements
- Form Disposition

Appendix A

- 200 Behavior-Based Interview Questions

Appendix B

- Forms

Additional Reading