



الكفاءة لتنمية الموارد البشرية ش.م.م.  
Competence HR LLC

## مهارات المقابلات الشخصية COMPETENCY BASED INTERVIEWING SKILLS

A 2 day workshop designed to streamline your recruitment process

Venue: **Mumtaz Mahal Convention Hall**  
Workshop Dates: **10th and 11th April, 2007**  
Timing: **9.00 am to 5.00 pm**

While selection interviews are a part of every organisation, most of us have not been trained on how to conduct an interview and are unaware of the emerging trends in this process.

This workshop on competency based interviewing skills has been conceived to ensure that the people you recruit are the best candidates for your organisation's needs. The workshop will benefit anyone who spearheads recruitment and selection in industry and will provide participants with certain tools and techniques that can be put to use right away on the job.



## Learning objectives

By the end of the programme participants will be able to:

- Explain what competency based interviewing is
- Demonstrate appreciation for the success of competency based interviewing
- Develop skills and action plans for implementation in their own job situations

The programme will focus on creating awareness regarding the importance of identifying key competencies required for a specified job. It will enable participants to make selection decisions based on concrete information, rather than subjective gut feel.

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## Methodology

The programme is based entirely on an interactive adult learning process. Simulation, role playing and experiential learning will be supplemented by concept building lectures.

Reading materials and exercises/tools will also be used to facilitate learning.

Who should attend?

Line Managers & HR Specialists in the corporate world who are involved in selection process of employees will find this programme highly useful.

The programme will also be of immense use to consultants and facilitators who provide a conduit or are involved in selection process in various capacities.

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## Programme

### Session 1

All interviewers over a period pick up some ideas about the interviewing process. This session would clarify the myths that one has about this expensive / sensitive process and once clarified, how effective a tool it can be. The session would also arrive at an agenda, for the next session, to address and bring out certain live issues simmering in the minds of participants, to be worked on during the programme.

- What is an interview?
  - What is not an interview?
  - What are competencies?
  - What is an interview as we practice – a here and now mock interview exercise?
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### Session II

The participants will acquire conceptual understanding about the competency focus, as an emerging HR practice. This session will also focus on what information should be sought in an interview; what process to adopt and how to prepare oneself for this process; clarification on core competencies; functional methods of identifying competencies will also be covered.

- Understanding the behavioral event interview process
- Learning to identify data to validate presence of competencies
- Objectives of an interview & planning for it

- Important focus issues
  - Structure of an interview
  - Details of competency based interview process
  - Opening
  - Core
  - Close
  - Post interview activities
  - Planning for an Interview - An Exercise
  - Conceive an organisation and a position in the organisation
  - Spell out the job specification
  - Draw out the competencies required to perform the job and prioritise
  - Critical success factors
  - Framing of question and probes
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### Session III

This session will build the requisite skills to conduct competency based interviews through experiential learning. The participants will get to experiment with tools under guidance, so as to familiarise themselves with the techniques and transfer these skills to their work place.

- First practice of the concept - Triadic exercise
  - Process experience of competency based interview to be captured on video/audio
  - Replay a sample interview and identify relevant data
  - Relate to identified competencies for decision making
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### Session IV

The deliverables and transfer of learning for tomorrow's work situation use. Tips and tools to face familiar / likely issues in work situations. Clarifications on doubts and queries.

- Feedback and analysis
  - Certain frequently asked questions by the interviewee
  - Certain frequently asked questions by the interviewer
  - Action planning
  - Feedback
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### Program facilitator

S. Prabakar Kamath has been involved in OD & HRD activities covering Training, HR System Formulation, HRIS, Employee Relations, and Labour Laws since 1977. He has held senior positions in leading corporates like Ashok Leyland, Eicher, Bilt and Caltex. Qualified in HR and personnel management with additional qualifications in training and law, he is an excellent facilitator backed by a deep conceptual and practical knowledge in the HR functions and is familiar with modern concepts/tools. Competencies and Employee Relations - his forte - are subjects on which he constantly does research.

A Life Member of National HRD Network and ISTD and a visiting faculty member to premier business schools in India and abroad, he is now involved in training and HR interventions for corporates.

## How to Register?

Contact: +968 24694629 or +968 24694630 Fax: +968 24694632

E-mail: training@competencehr.com website: www.competencehr.com

We wish to nominate the following:

Sr. No.	Name	Designation	GSM	E-mail

Organisation: \_\_\_\_\_

Nominated by: \_\_\_\_\_ [Name and Designation]

Tel: \_\_\_\_\_ GSM: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Payment: Total Amount: \_\_\_\_\_ Investment per participant is RO 250

## Payments

1. A confirmation letter and invoice will be sent upon receipt of your registration.
2. Please note that full payment must be received 1 week prior to the workshop.
3. Payment is accepted in Cash / Company Cheque
4. All payments should be in favour of Competence HR LLC.

## Cancellation

No refund for registrations cancelled less than 7 days before the workshop. A written mail / fax is mandatory for notification about the cancellation.

\*Due to unforeseen circumstances, the programme may be cancelled or may change and CHR reserves the right to alter the venue, date and / or speakers.