

HRSINGAPORE



Behavioural & Competency-Based Interviewing Skills Workshop

- 12 & 13 May 2016

Introduction

The first quality control checkpoint in ensuring an organisation has the right people in the right quantity and quality at the right place and the right time starts with hiring. This can be put in place by having a standard methodology of hiring: recruiting, interviewing and selecting candidates.

As hiring has an impact on an organisation's brand name and business performance, it is important that interviewers are equipped with the appropriate skills and decorum when interacting with candidates.

Course Objectives

- To appreciate the link between effective hiring and organizational performance.
- To appreciate the positive benefits of hiring the right persons and the negative implications of hiring the wrong ones.
- To practice the most important and relevant skills with exercises and role plays.
- To learn to craft behavioural and competency-based questions to solicit the required information from the candidates.

- To enhance the confidence of the participants in hiring effectively.
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Course Outline

Day 1

I. Linking superior hiring to better shareholder values

- First ever documented proof.

II. Economics of good and bad hiring

- Costs of hiring.
- Cost-Benefit Analysis.

III. Operating in an international setting

- Some cross-cultural aspects.

IV. Some legal considerations

- Fair Employment Practices.
- Guiding principles.

V. What competency-based interviewing is

- Definition of competency
- How to obtain competencies
- Basis for interviewing versus other methodologies
- The S.T.A.R technique

VI. Psychometric tests

- Two models.
- Efficacy?

VII. Managing the hiring process well

- It is a branding exercise

VIII. The three phases of the interviewing process

1. Preparation

- Crafting effective questions based on behaviours, competencies and specifications

- How to screen resumes

2. Conducting the Interview

- Decorum

- Beware of biases

- Avoiding pitfalls

- Look-out factors

3. Preparation

- Importance of reference checks

- Don't settle for second best

Day 2

I. Review of key points

- Cross-cultural aspects.
- The S.T.A.R technique.
- The three phases of the interviewing process.

II. Role plays

- Groups of 3 members each: two participants and one observer.
- Each member will take turn to play roles of interviewer, interviewee and observer.

- Role plays will be based on real jobs of members' organisations.
- Each member will be given 45 minutes to prepare a position description and specifications and craft appropriate questions.
- Each role play will last about 20 minutes. There will be three role plays per group.
- Feedback is given by the observer when interview is completed. Feedback for each role play will be 15 minutes.

III. Group Presentations

- Each group will collate lessons learned from all three role plays and present to all.

For details, please click on: <http://hrsingapore.org/bcbi/>

Trainer

Mr. Chan Phak Sung has 20 years of experience in regional start-up and leadership Human Capital Development and Management function in Asia-Pacific for Global MNCs such as Canon, Dell Computer, Sony, Air Products and Chemicals, Informatics, etc. He has also had hands-on experience in business development, customer service, corporate training, consulting, M&A. He left Canon in 2013 where he held three appointments: Regional HR Director; Regional Innovation & Productivity Supervising Director; and Regional Learning & Development Director.

Phak Sung is currently a HR/management consultant helping companies to setup their HR functions and infrastructures; merge their policies and practices when they acquire companies; trouble shoot if they have organizational effectiveness issues; and design and deliver training or workshops such as cross-cultural communication, team building, strategic planning and change management, corporate governance and ethics, leadership skills etc.

He conducted a ten-day series of workshops for the Royal Bhutan Government's Ministries' Heads of HR in strategic planning, strategic staffing, and corporate governance.

Phak Sung assisted Professor Christopher A. Bartlett of Harvard Business

School and co-author of “Managing Across Borders” as a team-building facilitator in a Global Executive Leadership program. He was recently the keynote speaker in a forum on Human Capital Analytics in Manila organized by Assessment Analytics International. His topic was “Measuring Human Capital Analytics for Business Growth”.

Phak Sung lectured at a local institute in Strategic Planning and Change Management in the graduate diploma and diploma programs in Human Capital Management introducing the first ever Corporate Governance and Ethics program and was the only lecturer for this program. He also lectured on International Human Capital Management and Administrative Management for an Australian university's bachelor's degree programs.

As hiring the correct talents is a critical first step in building up human capital excellence, at Dell Computer and Molex (both are global MNCs), Phak Sung went through rigorous training and practice in the science and art of hiring skills, which includes behavioral/competency – based interviewing. He has conducted Interviewing Skills workshop for Informatics, Air Products & Chemicals and Canon during his employment with these companies.

Phak Sung holds a Bachelor of Arts (Hons) Economics from California State University, USA.

Past Participants Comments

- "Very informative, got to experience new things, learnt how to conduct a effective interview session"
- "Excellent trainer, rich in information!"

Who Should Attend

- Non-HR Directors.
 - Line Managers and supervisors.
 - HR and non-HR officers, executives and assistants.
 - Employees required to interview on a regular basis and have the responsibility for recruiting staff.
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Administrative Details

Scheduled Date

- 12 & 13 May 2016

Duration

- 9.00 am to 5.00 pm

Cost

- S\$750 for [Community](#) Subscribers
 - PIC Claimable
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Certificate

Certificate of Attendance will be awarded upon attendance and successful completion of the workshop.

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