

Mastering Behavioural Interview and Selection Techniques

HRD Corp registered training program ID: 10001527473

*Don't just fill a position
—find the right person!*



Face to face
Instructor-Led Training



7 APRIL 2025
(MON)



9:00 AM
5:00 PM



Jazz Hotel,
Penang



Register Now!



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"A good interview is a conversation, not an interrogation"



Course Overview

Employee turnover is a persistent and costly challenge for organisations, often resulting from ineffective hiring decisions. While traditional interviews may reveal a candidate's confidence and communication skills, they frequently fail to provide a reliable assessment of actual job performance. Employers with the best intentions can be misled by candidates who interview well but lack the necessary competencies. To enhance the selection process, behavioural interviewing offers a structured, evidence-based approach that provides deeper insights into a candidate's true capabilities.

Unlike conventional interviews that rely on generic questions and intuition, behavioural interviewing is rooted in the principle that past behaviour is the strongest predictor of future performance. This method focuses on competency-based questioning, requiring candidates to share real-life examples of how they have handled specific work situations. By assessing their past actions, hiring managers can determine whether an applicant possesses the necessary skills, problem-solving abilities, and cultural fit for the role. This structured technique reduces subjectivity, minimises bias, and leads to more reliable hiring decisions.

This intensive one-day course equips HR professionals, recruiters, and hiring managers with the knowledge and skills to conduct effective behavioural interviews. Participants will learn how to define job-relevant competencies, craft strategic questions, and apply structured evaluation techniques. Through practical exercises, role-playing scenarios, and interactive discussions, attendees will develop the ability to build rapport with candidates, probe for meaningful responses, and accurately assess potential hires. Additionally, the course will address common interview pitfalls, unconscious biases, and best practices for making data-driven hiring decisions.

By the end of this training, participants will be equipped with a systematic, competency-based hiring approach applicable across industries and job levels. This methodology ensures better hiring outcomes, leading to reduced turnover, improved employee performance, and stronger organisational success.



Learning Outcomes

By the end of this workshop, participants will be able to:

- ✓ Gain a comprehensive understanding of behavioural interviewing, its principles, and its significance in the hiring process.
- ✓ Identify key competencies and skills required for specific job roles and align interview questions accordingly.
- ✓ Formulate and ask effective behavioural-based questions that elicit detailed, job-relevant responses from candidates.
- ✓ Apply the STAR method (Situation, Task, Action, Result) to assess candidates' past behaviours and predict future performance.
- ✓ Develop a structured and consistent interview process that ensures fairness and objectivity in candidate evaluation.
- ✓ Use probing techniques effectively to gain deeper insights into a candidate's experiences and problem-solving abilities.
- ✓ Objectively evaluate and compare candidates based on competency-based grading criteria to support informed hiring decisions.
- ✓ Recognise and mitigate common interview biases to improve the reliability and fairness of the selection process.
- ✓ Understand the legal and ethical aspects of behavioural interviewing to ensure compliance with hiring regulations and best practices.
- ✓ Provide constructive feedback to candidates and apply behavioural interview outcomes to make better hiring decisions.



Course Benefits

This course enhances hiring effectiveness, reducing turnover and improving workforce quality. By applying structured behavioural interviewing, businesses make informed, unbiased decisions, boosting productivity and organisational culture while minimising recruitment risks.

Who Should Attend?

This program is ideal for HR professionals, hiring managers, supervisors, recruiters, and business leaders involved in recruitment and for those who want to refine their interviewing skills and make more effective hiring decisions.

Training Methodology

This workshop adopts a dynamic, learner-centred approach that seamlessly blend theory with practical application. Through interactive lectures, real-world case studies, and hands-on exercises, participants will engage in role-playing scenarios, interview simulations, and collaborative discussions, ensuring a deeper understanding and mastery of behavioural interviewing techniques.

Training Duration

Full 2 days training (9:00 am-5:00 pm)

HRD Corp Registered Program ID Nos

10001527473

Public Program Course Fee

Single Registration – RM 1,180.00 nett per participant

Group Registration – RM 900.00 nett per participant
(For 4 participants or more from the same organization)

(The fee covers training materials, lunch, coffee/tea, snacks, supplementary notes, a detailed training report with assessment and a Certificate of Completion)

Scan
for more
information



In-House Training Enquiry

For more information regarding our In-House/ Public Program courses, please email us your inquiry at sales@progresslink.com.my

or to speak to our Sales Consultant at +604- 297 6881 or 011-1289 6881

For public program schedules, please visit our website: www.progresslink.com.my/events/

Register
TODAY
TRAINING FEES ARE ELIGIBLE FOR
HRD CORP CLAIMABLE COURSE SCHEME.



PROGRESS LINK TRAINING & CONSULTANCY SDN BHD (880988-H)

Address: C-3-1, Vantage Desiran Tanjung, Jalan Tanjung Tokong,
10470 Tanjung Tokong, Penang, Malaysia.

Tel : +6 04- 297 6881 Fax : +6 04- 297 6882

Email: sales@progresslink.com.my

Website: www.progresslink.com.my

COURSE MODULE

ONE DAY

MODULE 1: INTRODUCTION AND OVERVIEW OF INTERVIEWING SKILLS

- Importance of structured interviews
- Types of selection techniques
- Overview of interviewer grading criteria
- Competency-Based Selection Model

MODULE 2: BEFORE THE INTERVIEW: PREPARATION FOR SUCCESS

- Reviewing job descriptions and competencies
- Understanding job specifications
- Resume and application material review
- Motivational Fit Theory
- Crafting a behavioural and motivational fit question
(Case study and group activities)

MODULE 3: STRUCTURED INTERVIEWING TECHNIQUES

- Using structured interview guides
- STAR Method (Situation, Task, Action, Result)
- Asking behavioural and motivational fit questions
(Group Activities)

MODULE 4: CONDUCTING EFFECTIVE INTERVIEWS

- Building rapport with candidates
- Managing the interview professionally
- Using the question probing cycle
- Identifying observable patterns in candidate responses
(Role-Playing & Case Scenarios)

MODULE 5: ACTIVE LISTENING & NOTE-TAKING SKILLS

- Effective listening techniques
- Taking structured notes for accurate evaluation
- Avoiding common interview errors
(Case Study & Discussion)

COURSE MODULE

MODULE 6: AVOIDING BIASES & COMMON PITFALLS IN HIRING

- Types of cognitive biases
- Cognitive Bias Theory
- Strategies to mitigate biases
- Ethical and legal considerations in interviewing

(Case Study & Discussion)

MODULE 7: AFTER THE INTERVIEW: EVALUATING CANDIDATES & MAKING HIRING DECISIONS

- Reviewing interview notes for behavioural and motivational fit evidence
- Using scoring sheets and grading criteria
- Making data-driven hiring decisions

(Hands-on Exercise & Mock Evaluations)

MODULE 8: CONCLUSION & KEY TAKEAWAYS

- Summary of best practices
- Q&A session

REGISTRATION FORM

MASTERING BEHAVIOURAL INTERVIEW AND SELECTION TECHNIQUES

7th April 2025 (Mon)

The Manager

PROGRESS LINK TRAINING & CONSULTANCY SDN BHD

C-3-1, Vantage Desiran Tanjung, Tanjung Tokong, 10470 Tanjung Tokong, Penang, Malaysia.

Tel: 04-297 6881; Fax: 04-297 6882

Email: sales@progresslink.com.my

Dear Sir/Madam,

Please register the following participant(s) for this program as follows:-

Course Title: MASTERING BEHAVIOURAL INTERVIEW AND SELECTION TECHNIQUES

Date: 7th April 2025

Venue: JAZZ HOTEL, PENANG

Registration (Please tick (✓) accordingly)

☐ Single registration (1 x participant) = RM1,180.00 ☐ 2 x participants = RM2,360.00 ☐ 3 x participants = RM3,540.00

☐ Group registration discount (Minimum 4 participants or more from the same organisation)

No. of participants _____ x RM 900.00 per pax = Total RM _____

Payment Method (Please tick (✓) accordingly)

☐ Claims under the HRD Corp Claimable Courses scheme. (Program ID: 10001527473 - Public)

☐ Enclosed cheque nos. _____ being payment made in favour of "PROGRESS LINK TRAINING & CONSULTANCY SDN BHD"

☐ Online transfer / Direct bank-in to PUBLIC BANK BERHAD account number 3194 100 708 (please email us the bank-in slip)

Requested by:

Name: _____

Designation: _____

Email: _____

Company name: _____

Address: _____

Tel No.: _____ Mobile No.: _____ Fax No.: _____

Signature: _____

Date: _____

Company Stamp

Terms & Conditions:-

Kindly forward the payment to us at least one week before the commencement of the program. A completed registration form submitted by fax, mailed, or e-mailed to Progress Link & Consultancy Sdn Bhd would be confirmed. All cancellations must be made in writing. There will be no charge for cancellations received 14 or more working days before the start of the program. Cancellation received between 7 – 13 working days before the start of the program is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the program is subject to a full 100% cancellation fee of the course fees. If the full course fees are payable if the participant fails to attend the program. However, a replacement may be accepted at no additional cost, subject to approval. Progress Link Training & Consultancy Sdn Bhd reserves the right to change the facilitator, reschedule or cancel the program and all efforts will be taken to inform participants of the changes. Should the program be cancelled or postponed, Progress Link Training & Consultancy Sdn Bhd is not responsible for covering airfare, hotel, other travel costs, or any additional costs incurred by the participants.

1. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

2. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

3. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

4. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

5. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

(If there are more participants, please attach a separate list)