Behavioral Interviewing: Practices for Hiring Smart

Intended Audience
- Mid-Level

Delivery Options
- 2-Day In-Person (Onsite and Seminar)
- 4-Week Virtual

HR Competencies
- Critical Evaluation
- Communication
- HR Expertise (HR Knowledge)

Recertification*
- In-Person SHRM: 14.75 PDCs
- Virtual SHRM: 14.75 PDCs

Program Overview
In this two-day seminar, you will learn the importance of job analysis and how to use behavioral interviewing to ensure candidate selection aligns with the needs of the organization. Discover techniques for determining the knowledge, skills, and abilities needed for a position and conducting effective and fair interviews. Gain insight into the debrief and selection process. Throughout the program, you will participate in hands-on exercises that will help guide you through activities such as identifying competencies and writing behavioral interview questions.

Program Objectives
As a result of this seminar, participants will be able to:
- Articulate the importance of making good hiring decisions quickly and effectively.
- Define what a competency is, how to identify competencies for various positions, and how competencies relate to behavioral interviewing.
- Write behavioral interviewing questions that uncover if a candidate has the necessary competencies to succeed in the position and is a good fit for the organizational culture.
- Conduct an interview that is legal, fair, and well structured.
- Evaluate information obtained from an interview to select the best candidate.

*Visit shrm.org/seminars for the most up-to-date recertification credit details.
Program Modules
This program includes the following modules:

• Module 1: Introduction
  o What’s In It for You?
  o Course Legend
  o Program Objectives
  o Program Agenda
  o What is the Society for Human Resource Management (SHRM)?
  o SHRM Competency Model

• Module 2: Making Good Hiring Decisions
  o Job Market Outlook
  o Cost of Turnover
  o The Role of Interviewing
  o Industry Research

• Module 3: Job Analysis
  o Defining Job Analysis
  o Using Critical Incidents
  o Knowledge, Skills, Abilities, and Other Characteristics (KSAOs)

• Module 4: Defining Competencies
  o Defining Competencies
  o Identifying Competencies
  o Defining Competency Models
  o Connecting Competencies to the Big Picture
  o Identifying and Designing Organizational Competencies
  o Identifying and Designing Competencies for Job Fit
  o Resources and Tips for Defining Competencies

• Module 5: Behavioral Interview Questions
  o Types of Interview Questions
  o Considerations When Planning
  o Writing Questions
  o Rate the Responses

• Module 6: Conducting Interviews
  o Planning For the Interview
  o Conducting the Interview

• Module 7: Managing the Debrief and Selection Process
  o Evaluating Candidates
  o Documentation Review and Retention

• Module 8: Conclusion
  o Closing Thoughts
  o Program Follow-Up
  o Thank You

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