



## COMPETENCY BASED INTERVIEWING SKILLS (1 DAY)

### THIS COURSE IS ALIGNED TO UNIT STANDARD:

Title:	Prepare and Conduct Staff Selection Interviews
Unit Standard ID:	15235
NQF Level:	5
Credit Value:	3

### INTRODUCTION

The **Competency Based Interviewing Skills** programme is a one-day workshop which aims to assist in selecting qualified, successful candidates. Managers will be equipped with current interviewing skills to make their transition from 'doer' to 'manager' more successful and less stressful. This course will assist to examine your role in building a successful and productive team through proper recruiting, interviewing and hiring practices. You will learn to practice competency based selection techniques that reinforce the importance of relating the interview to the specific job requirements.

### REFERENCES

*“Appreciate the authenticity of the facilitator (Claire) to share her experiences & knowledge. Well done & thank you!”*

*“I enjoyed learning how to rephrase questions to get more out of a candidate, and more behaviour based questions.”*

*“I enjoyed the interaction and the professionalism of the trainer – Well done!”*

### WHAT THIS COURSE CAN DO FOR YOU...

- To learn a systematic and legal approach for evaluating applicants
- Documenting staff selection procedures
- Develop accurate and complete job analyses
- Advertising for shortlist candidates for selection interview
- Thoroughly review employment applications by developing pre-selection matrices
- Planning and conducting behaviour based interviews and selection techniques
- Control the interview
- Making effective and legally defensible evaluation and hiring decisions
- Conclude contract with successful candidate and notifying unsuccessful candidates of the result

## TARGET AUDIENCE

The course is aimed at managers and interviewing panels in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, and may have more than one team reporting to them. The manager would be responsible for incorporating the correct interviewing policies and procedures of the organisation so as to ensure fairness and consistency across the organisation.

## COURSE CONTENT

### Pre Course Assessment

#### Planning and Preparation Phase

- Analysing job requirements for the position for advertising purposes
- Conducting a job analysis
- Modify the existing job description to reflect the job analysis and current needs
- Establishing the selection criteria
- Ensure the selected candidate reflects the criteria accurately
- Devise competency interview questions to focus on selection criteria
- Ensure that the documentation and process comply with current legislation.

#### Advertising for and Short Listing Candidates for Selection Interview

- Have a clear application process
- Attracting candidates through systematic selection process
- Understanding the 6Ps of marketing your company in an interview
- Collate applications by creating a filtering matrix
- Short list using weighted selection criteria and relevant legislation
- Send candidates communication for the interview process

#### Conducting Selection Interviews and Making Employment Decisions

- Conduct objective, interactive, consistent and fair interviews
- Setting an agenda to manage time and ensure consistency
- Competency/Behaviour based interview
- Identifying the four focus points in selecting the correct candidate
- Questioning techniques
- STAR method application
- Controlling the interview
- Apply evaluation tools according to the organisation's policies and procedures
- Make a fair, legal, documented and justifiable decision

#### Conclude the Contract with the Successful Candidate and Notify Unsuccessful Candidates

- Employment contract conditions are negotiated with successful candidate for formulation into an employment contract
- Notifying unsuccessful candidates of the selection process
- Basic content of the employment contract

### Personal Accountability & Commitment Plan

## TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing FREE access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

## On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



## OUR COMMITMENT TO YOU ...

### *Kwelanga Training's Commitment*

*To develop and inspire each individual to be the best that they can be.  
To assist clients in the transfer of skills and positive behaviour change.*

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