

AAIM Course Description



Behavioral Interviewing Skills

Hiring the right person for the job can be tricky and it is more important than ever to make sure you make a good hiring decision. In this course you will learn how to use the behavioral interviewing process. This interviewing process is based on the theory that past behavior is the best predictor of future behavior. The techniques learned in this course will allow you to gather more in-depth knowledge about candidates, make more informed hiring decisions and select better candidates for open positions. You will conduct a one-hour practice interview in the course.

At the end of this course you will be able to:

- Write and ask behavioral interviewing questions to gather detailed information about a candidate's past experience
- Write and ask interview questions that directly relate to the knowledge and skills you need
- Establish professional rapport with candidates
- Use active listening skills to hear all that a candidate is saying
- Summarize the information gained through multiple interviews to differentiate between multiple candidates

Topics that will be covered:

- Overview of the Behavioral Interviewing Process
- The Cost of Bad Hires
- The Structure of a Behavioral Interview
- Writing Effective Interview Questions and Probes
- Conducting a Legally "Safe" Interview
- Questioning and Listening Skills
- Summarizing Interview Information and Making Selection Decisions

Prerequisites: Individuals who are new to interviewing and hiring or who have not used a behavioral interviewing process in the past. Techniques taught are suitable for interviewing entry-level to middle-management candidates.

Advanced Preparation: If possible, please bring with you to course a job description and copy of your interview guide or format that you have used in the past.

Competencies: Staffing

Delivery Method: Group-Live | **Course Level:** Intermediate | **Duration:** Full-day

Continuing Education/Recertification Credits: CPE Credits, HRCI Recertification Credits and SHRM Professional Development Credits may be available for this course.