

Competency Based Interviewing – Programme Overview

Target Audience

Managers, team leaders and others involved in reviewing and assessing competency and who already have basic interviewing skills and experience.

Purpose

To develop the capability of participants to plan and lead competency based interviews effectively and make constructive use of the information gathered.

Outcomes

Delegate will be able to: -

- Understand what competencies are and how they can be used to underpin performance
- Demonstrate how competencies can be aligned with specific job roles
- Plan for different types of competency based interviews and devise appropriate questions
- Develop the ability to identify what evidence would be rateable as a part of a competency based discussion
- Demonstrate the use of questions that encourage exploration, challenge assumptions and draw out evidence
- Identify how to relate the outputs of an interview to specific competencies and levels
- Recognise how to reach objective agreements/decisions following a competency based interview/discussion
- Exchange constructive feedback following a competency based interview in order to support individual development
- Explore the links with appraisal and personal development planning.

Programme Overview

- What competencies are and how a framework can be used to underpin typical management processes
- Benefits of the effective use of competencies and the local organisational barriers
- How to determine which competencies are key to specific job roles in order to provide the necessary focus at an interview. Delegates will have the opportunity to: -
 - Explore the alignment of competencies with examples of job roles
 - Identify the competency levels from the framework that support and enable the process of competency based interviewing
 - Identify the traps and pitfalls to avoid
- Exploring a step by step approach to planning, conducting an interview and tailoring the process to requirements, e.g.:
 - Recruitment and selection – the process for developing a robust framework within which objective data can be gathered for good recruitment decisions
 - Performance review and development planning discussions – how to prepare, engage commitment and lead the process constructively

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- Delegates will have the opportunity to practice the knowledge, skills and competencies required for leading and facilitating both recruitment and selection interviews and development discussions. To support this a range of exercises will be used to help develop/improve: -
 - Competency familiarisation
 - Challenging and questioning skills
 - Self-awareness and the capability to suspend prejudices, judgements and stereotyping
 - Data gathering and note taking
 - Analysing data and making/agreeing ratings

- Completing individual development/action plans to help delegates apply their learning back at work.

Duration

One and a half days from 0900 – 1630 and 0900 – 1300.