


COMPETENCY BASED INTERVIEWING SKILLS

Certification Course



the british
psychological society
approved





Choosing an HR Certification is a great way to show that you are keeping pace with today's HR requirements.

RIVERWAVES

CERTIFICATION COURSES

With the Riverwaves Certification Courses, you are guaranteed a solid foundation for your HR career aspirations. Our courses are designed to provide participants with the knowledge, skills, practical experience, and confidence to start applying the learnings immediately in the business context.

COMPETENCY BASED INTERVIEWING SKILLS COURSE

In this accredited course by The British Psychological Society (BPS) for the purpose of continuing professional development, you are introduced, in a systematic manner, to the end to end process of planning and conducting professional and powerful Competency Based Interviews.



WHO SHOULD ATTEND

-  Talent Acquisition Professionals
-  Hiring Managers
-  Other HR Professionals



DURATION

3-DAYS | IN-PERSON
(8h/ day)

CERTIFICATION EVALUATION: up to 4h

6-DAYS | LIVE VIRTUAL
(5h/ day)

CERTIFICATION EVALUATION: up to 4h

Upon successfully completing your learning journey, you will be able to:

-  Plan and integrate Competency Based Interviews within your Talent Acquisition and Talent Management practices
-  Conduct Competency Based Interviews following international best practice
-  Evaluate CBI candidates in a fair, reliable and consistent manner by applying the ORCE approach

LEARNING APPROACH

Throughout the learning journey, we use a number of techniques that challenge the learners' understanding, that immerse them in real-life situations, and that allow them to assimilate and internalise their learning.

HOW OUR LEARNING METHOD WORKS

All our courses are built around 4 main principles:



LEARNER CENTERED

Learners come first. Riverwaves' courses are designed to put the participants and their individual learning needs at the forefront of the learning journey



STRATEGIC FOCUS

We put focus on ensuring we are building strategic capability and enabling decision-making.



HIGHLY PRACTICAL

Translate theory into highly practical and actionable concepts, using realistic business scenarios, case studies and real-world examples.



ON THE JOB TRANSFER

Embed the appropriate level of guidance, support and follow-up during and after the course, to ensure on-the-job transfer and achievement of measurable results

ACTIVE LEARNING

All our learning programs combine a variety of learning activities to ensure our learners get the maximum value.

COACHING



INTERACTIVE EXERCISES



CASE STUDIES



GROUP EXERCISES



INDIVIDUAL STUDY



REFLECTION & SELF ASSESSMENT



REALISTIC HANDS - ON PRACTICE

Including extensive practice to apply and internalise the knowledge by conducting and evaluating a series of real-life inspired Competency Based Interviews while being coached by Expert CBI Practitioners.

1 SETTING THE SCENE

WHAT IS AN COMPETENCY BASED INTERVIEW (CBI)?

- ✔ Understand the evolution of Competency Based Interviews
- ✔ Differentiate between various types of interviews
- ✔ Learn about the principles of Competency Based Interviews
- ✔ Explore different Competency Based Interview setups

2 COMPETENCY BASED INTERVIEW USES

WHEN TO USE COMPETENCY BASED INTERVIEW (CBI)?

- ✔ Explore the purpose and benefits of CBI within the end to end Talent Acquisition cycle
- ✔ Learn how CBIs can be used for talent development purposes
- ✔ Discover how to get the most out of any Assessment and Development Centre by using CBIs.





3 GETTING YOURSELF READY WHAT DO YOU NEED TO CONDUCT A CBI?

- ✔ Form a basic understanding of different categories of behavioral competencies (Core, Leadership, Functional) and their structural elements (behavioral indicators & dimensions)
- ✔ Understand the competencies needed to become an Interviewer
- ✔ Learn what and how to prepare before conducting a CBI
- ✔ Explore the advantages of conducting well-formed CBIs
- ✔ Discover the challenges facing the application of CBIs and how practitioners resolve them



4 CBI PROCESS

HOW TO CONDUCT COMPETENCY BASED INTERVIEWS?

CBI Preparations

- ✔ Discover the needed steps to prepare for a competency-based interview
- ✔ Learn how to design and develop competency -based questions

CBI Structure

- ✔ Learn how to “break the ice” when conducting a CBI interview (how to position the interview and what to say)
- ✔ Explore generating exploratory and probing questions to reach to the core information underlying the behavioral situations
- ✔ Discover different techniques to be used during the interviewing process to get the maximum outcome
- ✔ Prepare the CBI Evaluation Kit including designing negative indicators and choosing the most appropriate scoring scale format
- ✔ Plan an objective evaluation process to score candidates using the best practice approach – ORCE (Observe, Record, Classify, Evaluate)
- ✔ Understand how the structure of a CBI even can be altered to fit different talent related purposes (Talent Acquisition, Talent Development, Talent Assessment)

CBI Format

- ✔ Learn how to conduct a CBI in a Panel format or as a single Interviewer event

CBI Best Practices and Compliance

- ✔ Discover the international best practices and legal compliance requirements to ensure professional and fair employment practices during the application of CBIs

5 CBI IN PRACTICE

COMPETENCY BASED INTERVIEWS COACHING

Attend a small group CBI Coaching session (max. 4 learners/ group) , for up to 6 hours, in order to:

- ✔ Experiment the CBI process from multiple standpoints (Interviewer, Interviewee, Observer, Notes Taker)
- ✔ Individually practice conducting a CBI under the supervision of an expert CBI Coach, while being provided with instant practical and empowering feedback (feed-forward)
- ✔ Share knowledge and experience with other learning group members to maximize learning outcome
- ✔ Reflect on own areas of strength and potential opportunities for further development in the area of conducting CBIs.



GET CERTIFIED!



Being an Interviewer comes with great responsibility and we want to ensure that all our participants have acquired the right level of **knowledge**, **skills** and **abilities** after completing the course, to fulfil this responsibility with great confidence.

For Certification purposes, participants will be undertaking a series of short, real-life inspired simulation exercises related to an Interviewer scope of work within the CBI context and/or related to the technical knowledge disseminated through the training. Each participant's performance is individually evaluated to ensure a sufficient level of compliance and proficiency is achieved.



MCQ Test



Formulate CBI
exploratory & probing
questions



Apply the ORCE
model



Conduct a CBI

Theoretical Evaluation

- ✓ Type: Online Knowledge Test
- ✓ Min. score: pass 75% of the test
- ✓ Retesting: allowed

Practical Evaluation

- ✓ Formulate CBI and probing questions
- ✓ Conduct a CBI
- ✓ Apply the ORCE model (Observe, Record, Classify, Evaluate)

ABOUT BPS

The British Psychological Society (BPS) is a UK professional body for psychologists, with a total membership of approximately 48,000 members. The Society promotes the advancement of psychology as well as the professional standard of psychology professionals; it does this by setting up a high standard of professional education and knowledge.

WHAT DOES IT MEAN TO BE APPROVED BY BPS?



The British Psychological Society

Approved

This course is approved by the British Psychological Society for the purposes of Continuing Professional Development (CPD).

Being approved by The British Psychological Society means that our programme meets the Society's standards for professional development.

BPS ensures that the certification programme reflects contemporary learning, research and practice, and that it reflects and promotes ethical practices and professional values. It is periodically reviewed to ensure that it reflects the Society's standards, and that the appropriate resources to support effective delivery of the programme are present.

BPS ASSESSMENT CENTER STANDARD



The content of our training programme reflects the **BPS's Division of Occupational Psychology standard for The Design and Delivery of Assessment Centres**. As Competency Based Interviewing practice shares a multitude of similarities with the practice of Assessment Centre, the BPS's standard is regarded as highly relevant, providing formal guidance on the application of relevant best and acceptable practices.



Our proven HRM solutions can help your business achieve your goals through your people. To find out how, contact the Riverwaves teams at

Info@riverwaves.co.uk or visit
www.riverwaves.co.uk.