

BEHAVIOURAL & COMPETENCY BASED INTERVIEW SKILLS

11 & 12 June 2026

AC Hotel by Marriott Penang, Bayan Lepas, Pulau Pinang.



RM2,600



100% HRDC Claimable

MODULE OVERVIEW

Before carrying out an interview, it is crucial for the Hiring Manager/ Interviewer to know clearly on the competencies that are required for the position.

By matching the required competencies to the candidate's character, chances of you getting the right hire will increase.

By observing the character of a candidate and using the right questions will also help narrow down screening of candidate to the right one.

This course will equip you with the knowledge and skills of carrying out a behavioural based interview.

LEARNING OBJECTIVES

The main learning objective of this course is to provide participants with knowledge on how to prepare and conduct a structured and systematic interview using competency based and behavioural interviewing skills. The course hopes to achieve an interview which will select a candidate with the best job fit.

LEARNING OUTCOMES

- Understand what Competencies and the type of competencies is
- Using information in the Manpower Requisition Form for your hiring.
- Apply the STAR technique in carrying out a Behavioural interview.
- Understanding different profiling of candidates.

METHOD OF TRAINING

- Group Discussions
- Slides Presentations
- Role-Plays
- Assessments
- Games
- Self-Reflection
- Action Planning

TARGETED PARTICIPANTS

- Recruitment Team
- Head of Department (HOD's)
- Employee who has hiring portfolio

DURATIONS

2 Days

CONTENTS DAY 1 | 9 AM - 5 PM

MODULE 1: THE TRANSITION

- Traditional Interview vs Behavioural Interview

MODULE 2: UNDERSTANDING COMPETENCIES & PERSONALITY

- Types of Competencies
- Behavioural Indicators
- DISC Profiling

MODULE 3: PREPARATION BEFORE INTERVIEW

- Competencies mapping
- Job Analysis
- Analysing CVs
- Designing behavioural interview questions

CONTENTS DAY 2 | 9 AM - 5 PM

... CONTINUE WITH MODULE 3

- Stages of Interview
- Roles of HR Interviewer & Hiring Manager in interview
- DOs & DONTs in Interview (for Interviewers)

MODULE 4: THE INTERVIEW PROCESS

- Principles of Effective Interview flow
- Questioning Techniques
- Evaluating Body Language
- Using STAR Technique in evaluating candidate's answer
- Closing the interview properly

MODULE 5: POST INTERVIEW ACTION

- Documenting the Interview results using Interview Evaluation Form
- Best Practices post interview.

