



## BEHAVIOURAL INTERVIEWING



# BEHAVIORAL BASED INTERVIEWING SKILLS

**DATE:** 20-21 May 2024

**VENUE:** MEF Academy Training Center, PJ

**FEE:** RM 1600 per-person

- *Price above includes 8% SST*

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<https://forms.office.com/r/pjqQ6R945L>



## **INTRODUCTION & OBJECTIVES**

The program has been designed to assist participants to evaluate an interviewee using STAR (Situation, Action, Action & Result), with an emphasis in STAR– Action. Participants will be guided further to evaluate Action (which usually consists of several steps) and develop Probing Questions and to identify Positive and Negative indicators that contributes to Results

- Understand the expectations of Current day workforce
- Understand the method of mapping Competencies based on job Descriptions
- Able to interact in an informal manner during the Interview
- Able to identify the Positive & Negative indicators in Behavioral Competencies using STAR

## **METHODOLOGY**

- Lectures / Presentation
- Videos
- Mock Interview Session
- Group Discussion

## **DURATION**

- 2 days (14 Hours)
- 9-5 pm

## **PARTICIPANTS**

- Recruitment Managers
- HR Managers / Executive
- Heads of Dept / Section Heads.

## **COURSE OUTLINE**

### **MODULE 1: WHY BEHAVIORAL INTERVIEWING**

In this Module participants will be able to understand their role as an Interviewer and as well as understanding the expectations of both the interviewers and interviewees.

### **MODULE 2: UNDERSTANDING COMPETENCIES**

This module focuses on Mapping Competencies from Job Description and working on a Competency Matrix in developing questions and seeking answers to fit the behavioral indicators.

### **MODULE 3: THE RECRUITMENT PROCESS**

Participants will be able to understand the Recruitment process and looking for performance GAPS in the Curriculum Vitae. For the purpose of cross reference, to understand the effects of Personal Data Protection Act (2010)

### **MODULE 4: QUESTIONING TECHNIQUES & S.T.A.R METHOD**

In this part, participants will understand the different questioning techniques using the TED principle and using S.T.A.R it to their advantage in getting the answers to access the candidate's Competency behaviours

### **MODULE 5: THE INTERVIEW**

This part will give participants an inside for the interview process and focuses on the practical part of welcoming the candidates, refreezing and closing the interview. Further the importance of having a Panel Interview and the role of the panelist, will be emphasized.



## Trainer Profile: Vignesh K Velayuthan

Mr Vignesh Velayuthan is a dynamic and result oriented trainer with 25 years of experience in a leadership position in the MNC & Hospitality industry. He carries wide experience & knowledge gained from working in various countries such as Singapore, Indonesia, Switzerland & UK. He articulates various managerial positions, project management, trainings & HR Skills in manufacturing and hospitality industries. Graduated from Universiti Kebangsaan Malaysia (B. Econ) and Post Graduate Hospitality Management (PGD) from HIM, Switzerland, he is also a Certified CIPP (AIBFM). He has an innate sense of task prioritization, managerial aptitude, training & development and result oriented attitude towards accelerating organizational growth in a competitive environment.

With his wide range of experiences working in various industries and MNC's, he have mastered in many areas as such: -

- **People management/relations:** Leadership, supervisory skill, conflict management, recruiting new staff, motivating, and encouraging staff to achieve targets and succeed project management.
- **HRM :** Job design and job analysis, recruitment and hiring, employee training and development, employee performance management, Training Needs Analysis (TNA) - identifies training and development needs for employees for better job efficiency.
- **Team Building (TB)** - responsible for organizing the TB programs for an assigned team in an organization. Enhance and bring the motivational factor among the participants
- **ISO management & workplace safety** - performs quality control inspections and communicates to department workforce/leaders towards achieving the company's goals and objectives.

### CORPORATE EXPERIENCE

He has substantial work experience in several big industries such as semiconductor, electronics and hospitality at an operations management level and People relation/management. His wealth of experience has given him great insights and firsthand experience in People Management, Operations & Quality Management for thousands of employees. He is also very well versed in ISO management has conducted many in-house trainings related to these industries.

### PROJECT INVOLVEMENT AND CONTRIBUTIONS

During his tenure in Western Digital (M) & Matsushita Electronics (Indonesia) his biggest achievement was to handle the entire New production floor opening, reviewing the entire Operation Department process with tremendous cost efficiency and reduction of error and rejection rates. Further to this, he also has successfully done the Hotel opening project in Penang and Fast Food (Domino's) Outlet opening at Cyberjaya. In addition to this, Mr Vignesh was also involved in property management projects that resulted in big cost saving measures to the companies he served, (PPC International).

### TRAINING STYLE

For the past 10 years, Mr Vignesh has been conducting trainings actively and received an excellent track record as an outstanding trainer with an emphasis on his structured training & assessment approach. He runs trainings for all levels of employees from Line leaders to Managers of Multinational companies and Small Medium Corporations. His training ratings are high and has been labelled by participants as a "high-caliber" and "passionate and conscientious" speaker who shares his life experiences well. With his skillful delivery and substantial experience in the corporate world, one can expect to learn advanced topics with management skills to be better equipped for the challenges ahead.

### QUALIFICATIONS :-

B.Econ (Hons) – Uni Keb Mal (UKM)

PGD Hotel Management – HIM Switzerland

Certified International Purchasing/Procurement Professional (CIPP)

Train The Trainer (TTT) – HRDF Corp

Certified Safety Training (WAH) – Level 1 & 2 – Safety Training Consultancy

Certified Confined Space Standby Person – NIOSH

Certified ISO (IMS) 9001/18001/45001 – GT Consultancy