



A practical training not to be missed-
includes 'MOCK INTERVIEW' session
**ALL INVOLVED IN HIRING (HR, Management,
Operations etc) ARE WELCOME!*

BEHAVIORAL BASED INTERVIEWING SKILLS

HRD Corp No Siri Kursus

: 1000142474

DATE: 16 & 17 March 2023

VENUE: MEF KUCHING OFFICE, SARAWAK

FEE: RM 1200 per-person

- *Price above includes 6% SST*

DATE: 21 & 22 March 2023

VENUE: MEF ACADEMY TRAINING CENTER, P JAYA

FEE: RM 1600 per-person

- *Price above includes 6% SST*

CLICK THIS LINK OR SCAN THE QR CODE FOR
ONLINE REGISTRATION:

<https://forms.office.com/r/qL0zd5yyS9>

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For further information, please contact;

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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

OBJECTIVE;

- 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

Discussion

Video Viewing

Mock Interview Session

DURATION

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

PARTICIPANTS

- Recruitment & Hiring Managers
- Human Resource Manager/Executive
- Heads of Dept/ Sections Heads.
- **ALL INVOLVED IN HIRING (HR, Management, Operations etc)*

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



CERTIFIED NLP COACH
Approved By Coaching Division of The
American Board Of NLP, USA



CERTIFIED WORKPLACE BIG 5 PROFILE
4.0- Specialist in Traits & Competency
Assessment



CERTIFICATE IN TALENT, COMPETENCY &
SUCCESSION PLANNING
Issued by PENNSTATE University



HRD Corp Certified Trainer

Mr. SRI VAHLSAN has more than 15 years of experience in the area of People Relations. Backed with years of working experience in the Hospitality and Education Industry has given him sound knowledge in Employee Relations especially in employee Performance Competencies and Customer Service . Geared with this exposure and experience, his delivery has been able to bridge the gaps in organizational needs by transforming the contents into reflective inputs for employees to succeed in their working place.

His initiatives in MEF ACADEMY has taken him a step further, where he was involved as a Co Trainer in 'SCORE Initiatives' organized by International Training Center (ITC) of the International Labor Organization (ILO). He is also collaborating in conducting programs with other Employers Organization within Asia such as Cambodian Federation of Employers and Business Associations (CAMFEBA), Vietnam Chamber Of Commerce & Industry (VCCI) and Employers Confederation of Philippines (ECOT), Fiji Commerce & Employers Federation (FCEF) and Employers Federation of Ceylon (EFC).

Since joining MEF ACADEMY, Mr Sri has enhanced his skills to include Competency Development and Profiling in HR and Operation. He has further developed various programs in this area and has successfully delivered various seminars particularly in Competency Based Recruitment & Selection, Competency Based Human Resource Management, Competency Based Training Needs Analysis and Competency Mapping for multinational organizations in Manufacturing, Oil & Gas, Services Industry (Banks & Hospitality) and GLCs.

Mr Sri's other area of specialization includes Customer Service Programs, Communication Skills, Management Development, Supervisory Management and some HR related programs such as OJT, Training Needs Analysis and Coaching & Counseling for Performance Improvement.

Throughout his working experience especially in the Hospitality Industry, he was involved in the pre-opening of Hotels and Fast Food Restaurants where he had designed the Skills Training Plan for the Food and Beverage Department. While being a Training Manager undertook most of the preliminary start up functions for the Department, from creating a Succession Plan to developing the Needs Analysis

He is a Licensed Practitioner of NLPTM (certified by The Society of NLP, Certified Trainer in Management Training Program issued by (NICC) & Japanese Business Federation (JITA) and a Certified Trainer issued by Human Resource Development Fund (HRDF)

Academically he holds a Bachelor's Degree in Hospitality Management from Bournemouth University in UK and a Master in Management (specializing in Human Resource) Open University Malaysia (OUM).