informatech



HUMAN RESOURCES AND TRAINING | HRT-007

Competency-Based Interviewing

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Course content

Why Attend

Despite the various advancements in human psychology and assessment of talent and competence, such as psychometrics and multi-rater evaluation, interviews remain the most preferred method for 'getting to know' a candidate.

Most interviews fail to achieve their intended level of reliability due to poor pre-interview preparation, improper questioning, or the infamous reliance on first impressions and gut feelings.

This workshop is designed to mitigate all the common mistakes untrained interviewers commit when meeting with job candidates.

The workshop aims to highlight why interviews highly impact hiring decisions and what steps can be taken to increase their reliability while ensuring legally defensible levels of fairness and consistency.

Course Methodology

The workshop is experiential; a small percentage of the time is used to debunk some of the common myths related to interviewing, and the rest is dedicated to activities and exercises aimed at 'test-driving' the skill of competency-based interviewing.

Course Objectives

By the end of the course, participants will be able to:

- List the main types of selection interviews and when and how to use each
- Design a competency-based interview guide and use it to conduct a probing interview
- Use data collected from interviews to complete a gap analysis and decide on the most suitable candidate

Target Audience



Course content

Target Audience

This workshop is targeted at anyone involved in assessing candidates before hiring. It is particularly beneficial to line managers interviewing candidates for vacancies in their respective functions. The workshop is ideal for professionals in human resources, especially those working in recruitment, selection, and workforce planning.

Target Competencies

- Recruitment and shortlisting
- Interviewing
- Questioning, probing and note-taking
- Decision-making and report writing

Course outline

The Interview as a Method of Selection

Reliability and validity of interviews

Problems with typical interviews: Before, during, and after

Screening and biographical interviews

Panel interviews: Dos and Don'ts

Competency-Based Interviews (CBI)

Preparing a competency-based interview guide

Standardizing questions

Organizing venue and material

Conducting a CBI



Course content

Course outline

The structure of a CBI

The questioning options

The STAR funneling technique

Disallowed questions

Closing the interview

Post Interview Steps

Classifying and evaluating captured data

Linking data with a competency guide

The selection decision



Seminar dates

Available seminar dates

Live dates and pricing for Competency-Based Interviewing generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	Rome - Italy	Classroom	**€3,400.-**
18 - 22 January 2027	Istanbul - Turkey	Classroom	**€2,280.-**
15 - 19 February 2027	Cape Town - South Africa	Classroom	**€3,400.-**
15 - 19 March 2027	Barcelona - Spain	Classroom	**€3,080.-**
19 - 23 April 2027	Paris - France	Classroom	**€3,600.-**
17 - 21 May 2027	Frankfurt - Germany	Classroom	**€2,600.-**
21 - 25 June 2027	Barcelona - Spain	Classroom	**€3,080.-**
19 - 23 July 2027	Geneva - Switzerland	Classroom	**€4,200.-**
16 - 20 August 2027	Rome - Italy	Classroom	**€3,400.-**
20 - 24 September 2027	Istanbul - Turkey	Classroom	**€2,280.-**
18 - 22 October 2027	Cape Town - South Africa	Classroom	**€3,400.-**
15 - 19 November 2027	Barcelona - Spain	Classroom	**€3,080.-**
20 - 24 December 2027	Paris - France	Classroom	**€3,600.-**

Live online option	Online delivery is available at €1,850.-.