

IMPACTFUL INTERVIEWING SKILLS



19-20 September 2022

The Saujana Hotel Kuala Lumpur – Malaysia



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INTRODUCTION

Putting the right person who is well qualified and motivated can have a significant, positive impact on overall organizational productivity and business results. And the key to this is the critical but often neglected art and science of interview.

Interviews have become part and parcel of the modern managers' duties and responsibilities. Making the right hiring decision is more important today than ever before. Don't be part of the common statistics in hiring where,

*“Don't have time to do it right first time,
but always have time to do it over again”*

This program is interactive and hands-on, allowing the participants to explore the best practices in interviewing and hiring. It further provides a structured and replicable approach to interviewing. The ultimate aim is for the organization and its managers to make the right hiring decisions – and avoid costly mistakes.

BENEFITS OF ATTENDING

Upon completion, participants should be able to:

- ✓ Differentiate between behavioral and competency-based interviews
- ✓ Describe the various approaches to interviewing
- ✓ Create competency requirements guide for any position
- ✓ Explain the difference between competency-based interviews and traditional interviews
- ✓ Create Behavioural and Competency-based Interview questions
- ✓ Use the S.T.A.R. Model
- ✓ Discuss the role of non-verbal communication during the interview
- ✓ Adopt systematic candidate assessment & make better hiring decisions

COURSE OUTLINE

Overview on interviews

- ▶ Purpose & objectives
- ▶ Principles of effective interviewing

Behavioral event interviewing (BEI) & Competency-based interview (CBI)

- ▶ Definitions
- ▶ Differences & similarities & Overlapping areas
- ▶ Verifiable characteristics of candidates

Why CBI?

- ▶ Advantages, Consistency & Reliability
- ▶ CBI vs. Traditional Interviewing
- ▶ Cycling through the 5-Stages Process
- ▶ Preparation for a CBI session
- ▶ How to ask CBI questions?

Questions are the answers

- ▶ Questions are the tools of the wise
- ▶ Types of questions
- ▶ Using flexibility when questioning

Listening between the lines

- ▶ Listening to what was said and not said
- ▶ Reflective responses
- ▶ Dealing with silence

The critical area of non-verbal communication

- ▶ The hidden messages of body language & other non-verbal cues
- ▶ Spotting a liar

The S.T.A.R Model

- ▶ Types of STAR
- ▶ Recognising & differentiating “Fiction” from “Fact”
- ▶ Tips to catch a Complete STAR
- ▶ Looking for evidence & Drawing conclusions

Candidate assessment & Selection decision

- ▶ Assessment criteria, scores and decision
- ▶ Common tools of the trade
 - ▶ Rating Scales, Behaviourally Anchored Rating Scales (BARS), Critical Incidents Technique

Practice session

EUGENE TAN CREDENTIALS

Certified NLP Trainer
 Certified Master Trainer – Hypnotherapy
 Board Certified Hypnotherapist
 Certified Professional Speaker
 Directive Communication Psychology Certified Trainer
 Certified Stress Management Consultant
 Certified NLP Master Practitioner
 Certified Neuro-Semantics Master Practitioner
 Certified NLP Coach
 Certified “Words that Change Minds” Language and Behavior Profile for Coaching Practitioner
 Certified Master Practitioner of Time Line Therapy
 Certified Practitioner of Time Line Therapy
 Certified NLP Practitioner
 Certified Hypnotherapist
 Certified Hypnotist

METHODOLOGY

This program uses a finely balanced combination of interactive presentations, demonstrations, role plays and numerous practice sessions to enhance the overall learning process. Participants will be guided to recognise emerging patterns and to utilise best practises and techniques to uncover the candidates' actual past performances and contributions.

WHO SHOULD ATTEND?

This program is suitable for anyone involved in the process of interviewing candidates to fill up vacancies within their respective departments.

EUGENE TAN has been actively involved in various capacities of training and development for different organizations since 1993.

As a Certified Neuro Linguistic Programming (NLP) Trainer, he uses key concepts of NLP combined with Accelerated Learning principles for maximum effect during his sessions. With a keen understanding on the what, how and why of learning, his sessions are designed to maximize learning absorption and retention. Being a practical person, the ideas he advocates and shares are down to earth and readily applicable.

Eugene ensures that his sessions are always interactive, fun and never boring. His sessions seamlessly combine elements of high energy, high touch and high impact. When the situation requires, he will not hesitate to go high tech as well. In line with the key NLP concept, “All learning is state dependant”, he induces the optimum state of mind in the trainees to facilitate effortless transfer of knowledge.

He is a flexible and adaptable facilitator as evidenced by the numerous sessions that he has facilitated involving wide and diverse topics and situations - ranging from technical knowledge to soft skills, indoor to outdoor and instructor-led to participants centred.

Eugene specializes in the areas of leadership development, teambuilding, coaching and mentoring, emotional intelligence, stress management, communication skills and presentation skills. In addition, he is an approved and accredited trainer to conduct Train the Trainer (TTT) and Evaluation on Effectiveness of Training (EET) programmes for Pembangunan Sumber Manusia Berhad (PSMB).

With the accumulated years of up front training experience, he has facilitated or co-facilitated employees and associates from various MNCs, public sectors, universities and institutes of higher learning, large local organizations as well as small and medium industries and enterprises. He has also facilitated numerous sessions for schools and non-profit youth organizations.

He holds a Masters degree in Human Resource Management from University of Lincolnshire & Humberside (UK), Certificate in Learning & Development Practice, CIPD (UK) and the Certificate IV in Assessment & Workplace Training, Australia. Besides being fluent in English and Bahasa Malaysia, he is also conversant in Mandarin, which allows him to truly interact and connect with his audiences.

DELEGATE REGISTRATION FORM



Delegates

Name _____
Job Title _____
Telephone _____
Mobile _____
E-mail _____

Name _____
Job Title _____
Telephone _____
Mobile _____
E-mail _____

Name _____
Job Title _____
Telephone _____
Mobile _____
E-mail _____

Organization

Name _____
Telephone _____
Fax _____
Address _____

Authorization (This form is invalid without a signature)

Name _____
Job Title _____
Signature _____
Date _____

Contact Person

Name _____
Job Title _____
Telephone _____
Fax _____
Mobile _____
E-mail _____

Please complete this form immediately and send back to:

Wendy:

Tel: +6016-335-5527

Email: wendy@nashbs.com

Payment Details

Payment is required within 7 days upon receipt of the invoice.

NASH BUSINESS SOLUTIONS Sdn Bhd (1068674-V)

Standard Chartered

Account No: **794194740755**

SWIFT Code: **SCBLMYKXXXX**

All payment must be received prior to the event date

Confirmation details

Joining details confirming your participation will be sent, once a registration has been received. After receiving payment, a receipt will be issued.

Cancellations/Substitutions

Substitutions are welcome at any time. Please notify us at least 2 working days prior to the event. All cancellations will carry a 10% cancellation fee, once a registration form is received. All cancellations must be in writing by fax or e-mail at least 3 weeks before the event date. Cancellations with less than 3 weeks prior to the event date carry a 100% liability. However, course materials will still be couriered to you.

Note: The investment fee does not include any taxes (withholding or otherwise). In case of any taxes applicable the client has to ensure that the taxes are paid on top of the investment fee paid for the course. Compliance with the local tax laws is the responsibility of the client.

TRAINING SCHEDULE

08.30 --- Registration & Morning Coffee
09.00 --- Training Starts
10.45 --- Morning Coffee Break
11.00 --- Training Resumes
13.00 --- Lunch
14.00 --- Training Resumes
15.45 --- Afternoon Coffee Break
16:00 --- Training Resumes
17:00 --- Training Ends

Course	Regular Fee (per Delegate)	Group Fee: 3 or more pax (per Delegate)
IMPACTFUL INTERVIEWING SKILLS 19-20 September 2022, The Saujana Hotel Kuala Lumpur - Malaysia	RM2,995	RM2,795