



**ZERORISK HR**

Hire • Develop • Retain

## An Introduction to Behavioral Interviewing

**Course Description:** The premise for behavioral interviewing is based on a proven theory that “a person’s past behavior is the best predictor of his or her future performance in similar circumstances.” In other words, a candidate’s actual behavior and choices in situations faced in the past will give a good indication of behavior and choices they likely will make in the future.

The key to successful assessment, however, lies in the ability of an organization to identify essential competencies needed to perform within that organization and to recognize when a candidate is demonstrating those competencies. Behavioral interviewing, when approached properly, allows you to make those matches in a thorough and unbiased way.

This is a two-hour online training course.

## Course Outline

- **Chapter 1: Introduction to Behavioral Interviewing**
  - Section 1.1: What Is Human Capital?
  - Section 1.2: Objectives
  - Section 1.3: Definition of Behavioral Interviewing
  - Section 1.4: Selection Strategy
  - Section 1.5: Basic Principles of Behavioral Approach
  
- **Chapter 2: Interviewing Preparation**
  - Section 2.1: Objectives
  - Section 2.2: Job Performance Analysis
  - Section 2.3: Preparing For the Interview
  - Section 2.4: *Video: An Example of a Subjective-Based Question*
  - Section 2.5: *Video: An Example of a Competency-Based Question*
  - Section 2.6: *Video: An Example of a Competency-Based Question*
  
- **Chapter 3: Interviewing Essentials**
  - Section 3.1: Objectives
  - Section 3.2: Start with the Basics
  - Section 3.3: Phases of the Interview
  - Section 3.4: *Video: Competency-Based Questions With Four Phases*

- **Chapter 4: Behavioral Interview Model**

- Section 4.1: Objectives

- Section 4.2: Behavioral Interview Model: Questions

- Section 4.3: Probing Questions

- Section 4.4: *Video: Competency-Based Interview and Primary/Secondary Probing Techniques*

- Section 4.5: Interview Structure

- Section 4.6: Interview Questions

- Section 4.7: The Interview

- Section 4.8: Effective Listening Skills

- Section 4.9: Definition of Terms

- **Chapter 5: Evaluation**

- Section 5.1: Objectives

- Section 5.2: Create an Evaluation Strategy

- Section 5.3: *Video: Evaluation and Selection Strategy*

- **Chapter 6: Conclusion**

- Section 6.1: Conclusion