

Behavioural Interviewing



Have you, or others in your organization, ever hired someone who ultimately did not meet performance expectations?

Hiring and training people is a costly investment in human resources... especially if they don't work out. Often hiring decisions are made based on "gut-feel" (a.k.a. intuition), resulting in organization turnover or poor morale. In fact, research has shown the cost of a poor hiring decision is, at minimum, 30% of an individual's annual salary.

This workshop will introduce you to "Behavioural Interviewing", an effective technique based on the premise that the best predictor of future behaviour is past behaviour. Incorporating this model into the hiring and selection process significantly improves the quality of hiring decisions.

Who should attend?

- Anyone involved in the interview and selection process.

Objectives

Whether hiring for an entry-level team member or an experienced manager, this seminar provides the knowledge and skills necessary to:

- Implement the Behaviour based interviewing and selection model
- Avoid common hiring pitfalls
- Plan, structure and conduct behavioural based interviews
- Make more informed hiring recommendations/decisions

The Process

The workshop is practical and "hands-on", providing learning through large and small group discussion, video examples and skill practice.

Topics Covered

1. Why behavioural based interviewing is more effective than other forms of interviewing
2. Identifying position skill requirements
3. Reviewing resumes
4. Developing interview questions for your work environment
5. Four types of questioning techniques used during an interview
6. The Structure of an Interview
7. Techniques to overcome challenging interview situations
8. Candidate assessment and selection process

Taking it Back to the Workplace

At the conclusion of the program, participants will have:

- Developed a personal action plan
- Copies of tools and resources which can be used back in the workplace

Course Dates & Details

March 8, 2012 Cambridge, ON • May 8, 2012 Port Hope, ON

Course Fee: \$295 + GST (lunch included). Group Discount for 3 or more.

REGISTRATION FORM

Name: _____

Company: _____

Title: _____

Address: _____

City/State: _____ Postal Code: _____

Tel: _____ Fax: _____

Email*: _____

*Course Confirmation and future correspondence will be by email.

Course Name: _____

Course Location: _____

Course Date: _____

Note:

If you are registering for either an Internal Auditor or a Lead Auditor course, have you met the pre-requisites? (Refer to course outline).

Yes ___ No ___

METHOD OF PAYMENT - Please check (✓)

___ Cheque (Payable to Bonza Training Solutions)

___ Please invoice (P.O. No. _____)

___ Visa/MasterCard/Amex (please complete the following)

Card # _____

Expiry Date: _____

Signature: _____

Name on Card (PRINT): _____

TOTAL DUE:

Course Fee \$ _____

Minus \$ _____ applicable discount

Plus \$ _____ applicable taxes

Total \$ _____

HST# 87138 7395 RT0001

Taxes

- Ontario residents add 13% HST

Discounts

If you register 3 or more persons for a public course you are eligible for a 10% discount.

Cancellations/Substitutions

A full refund will be provided (less an administration fee) for cancellations received in writing 14 days or more prior to the course date. If less than 14 business days, we will provide a non-refundable credit for your full payment, which must be applied to another Bonza Training Solutions course within one year of the original date of the course.

Non-attendance does not qualify as an official cancellation, and there will be no refund or credit.

Substitutions will be permitted at any time prior to the start of the course. Please ensure that the substitute student has met the pre-requisite requirements, if any.

Payments must be received at least two weeks prior to the course in order to guarantee registration. If the course is not held for any reason, Bonza Training Solutions' liability is limited to a refund of the registration fee. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.

For more information, please contact Bonza Training Solutions by phone at **519-508-5525**, by fax at **519-508-5526**, or by email at info@bonzatraining.com

Mailing Address:

Bonza Training Solutions

PO Box 21007

Stratford, Ontario Canada N5A 7V4

Website: www.bonzatraining.com

Toll-Free: 877-508-5525