

BEHAVIORAL INTERVIEWING

Agenda

8:30 am	Introduction and Objectives
8:45	Job Requirements
9:30	Starting the Interview Establishing rapport
9:45	Types of Questions Behavior Descriptive Questions Exercise #1: Identifying Types of Questions
10:30	Break
10:45	Exercise #2: Identifying Types of Responses Job Related Characteristics Developing Questions for Each Characteristic Exercise #3: Behavioral Responses
12:00 pm	Lunch
1:00	The Difficult Candidate Game Positive and Negative Characteristics Legal Requirements Common Faults The Pygmalion Effect Note taking
2:30	Break
2:45	Triad Role Playing Exercise Follow up Candidate Evaluation Telephone Reference Checks
3:45	Group exercise: developing questions by position
4:45	Wrap up Evaluation
5:00	Adjourn