

Content and/or textbook subject to change without notice

Pennsylvania College of Technology Workforce Development & Continuing Education

Hire Right with Behavioral Interviewing BSM 186

Course Outline

Course Description: More than 75% of turnover can be traced back to poor interviewing techniques. Using behavioral-based interview questions in conjunction with other thought-provoking questions will motivate existing team members, increase productivity, and better position the company in the marketplace by improving the accuracy of selecting the best candidates. Behavioral interviewing is a technique for valid and reliable selection that asks questions that draw upon past experiences and actions. Participants will learn how to select competencies that are critical to success on the job, implement behavioral-based questioning, evaluate responses, and select the right talent.










Textbook: Instructor-developed materials

Prerequisites: N/A

Course Length: 5 hours

Course Outline:

Behavioral Interviewing

-  Identify the value of behavioral-based interviewing and culture fit
-  Watch video “More Than a Gut Feeling”
-  Identify competencies for job fit
-  Develop behavioral-based questions
-  Identify culture fit and develop questions appropriately
-  Discuss STAR technique
-  Discuss legally defensive interview
-  Evaluate candidates’ responses
-  Practice interview