# Behavioral Interviewing for Effective Talent Selection Training Course



28 Dec 2026 - 01 Jan 2027

Cape town

4600 € (Per Person)

Ref: #HR2571_289044

## Course Introduction / Overview:

This comprehensive training course is designed to transform your organization's hiring process by mastering the art and science of behavioral interviewing. In today's competitive talent market, traditional interview methods often fail to predict future job performance, leading to costly hiring mistakes. This program moves beyond hypothetical questions to focus on past behavior as the single best predictor of future success. We will delve into the principles championed by experts like Lou Adler, a renowned figure in performance-based hiring, and explore concepts from influential works such as "Who: The A Method for Hiring". This course provides a structured framework for identifying key competencies, crafting targeted behavioral questions, and evaluating candidate responses with precision and objectivity. At BIG BEN Training Center, we have developed a curriculum that not only teaches the theory but immerses participants in practical application, ensuring they can confidently implement these powerful techniques. By mastering behavioral interviewing, you will enhance the quality of your hires, improve employee retention, and build a high-performing workforce aligned with your strategic goals. This is an essential skill set for anyone involved in the critical task of talent selection.

## Target Audience / This training course is suitable for:

- Human Resources Managers.
- Talent Acquisition Specialists.
- Recruiters and Recruitment Consultants.
- Hiring Managers and Department Heads.
- Team Leaders and Supervisors.
- Organizational Development Professionals.
- Executives involved in the hiring process.

## Target Sectors and Industries:

- Information Technology and Software Development.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Engineering and Manufacturing.
- Consulting and Professional Services.
- Retail and Consumer Goods.
- Government Agencies and Public Sector Organizations.
- Telecommunications and Media.
- Hospitality and Tourism.

## Target Organizations Departments:

- Human Resources Department.
- Talent Acquisition and Recruitment Department.
- All operational departments with hiring responsibilities (e.g., Sales, Marketing, IT, Operations).
- Training and Development Department.
- Executive Management.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive competency framework for any job role.
- Design and structure effective behavioral-based interview questions.
- Master the STAR (Situation, Task, Action, Result) method for evaluating candidate responses.
- Conduct structured interviews that are fair, consistent, and legally defensible.
- Identify and mitigate common interviewer biases to make objective hiring decisions.
- Accurately assess a candidate's soft skills, cultural fit, and long-term potential.
- Integrate behavioral interviewing techniques into the broader talent selection process.
- Improve the quality of hires and contribute to higher employee retention rates.
- Provide constructive feedback and make data-driven hiring recommendations.

## Course Methodology:

The training methodology employed by BIG BEN Training Center is highly interactive and experiential, designed to bridge the gap between theory and practical application. We believe that mastering behavioral interviewing requires hands-on practice, not just passive listening. The course is built around a core of practical exercises, including extensive role-playing sessions where participants conduct and participate in mock interviews. These sessions are recorded for review and are followed by constructive, personalized feedback from the instructor and peers. The curriculum incorporates real-world case studies of successful and unsuccessful hiring decisions, allowing participants to analyze complex scenarios and apply their learning. Group discussions, interactive workshops, and brainstorming sessions encourage collaborative problem-solving and the sharing of diverse perspectives. We utilize a blended learning approach that combines expert-led instruction with self-reflection and practical toolkits. Participants will leave the course not just with knowledge, but with the confidence and proven skills to immediately implement a more effective and strategic interviewing process within their organizations, ensuring a significant return on investment.

## Course Agenda (Course Units):

### Unit One: Foundations of Strategic Behavioral Interviewing

- The evolution from traditional to behavioral interviewing.
- The core principle: past performance predicts future performance.
- Understanding the psychological basis of behavioral interviewing techniques.
- Legal considerations and creating a fair and compliant hiring process.
- The high cost of a bad hire and the ROI of effective selection.
- Differentiating between behavioral, situational, and hypothetical questions.
- Setting the stage for a successful interview experience.

## Unit Two: Designing the Competency and Question Framework

- Identifying core competencies and critical success factors for a role.
- Translating job descriptions into measurable behaviors.
- Techniques for crafting powerful and targeted behavioral questions.
- Building a structured interview guide for consistency and fairness.
- Developing a scoring rubric and evaluation criteria.
- How to create questions that assess both technical skills and soft skills.
- Aligning interview questions with organizational values and culture.

## Unit Three: Mastering Interview Execution and the STAR Method

- A deep dive into the STAR method (Situation, Task, Action, Result).
- Techniques for active listening and effective note-taking.
- How to probe for specific details and complete examples.
- Managing the interview flow, time, and candidate experience.
- Handling difficult or evasive candidate responses.
- Body language analysis and building rapport with candidates.
- Practical role-playing sessions with peer and instructor feedback.

## Unit Four: Objective Candidate Evaluation and Mitigating Bias

- The science of unconscious bias in the hiring process.
- Identifying common biases: halo/horn effect, confirmation bias, affinity bias.
- Strategies and tools for structured, evidence-based evaluation.
- Using the scoring rubric to objectively compare candidates.
- Conducting effective post-interview debrief sessions with the hiring panel.
- The role of reference checks in verifying behavioral evidence.
- Making a final, data-driven hiring decision.

### Unit Five: Advanced Techniques and Integration into the Talent Lifecycle

- Assessing for cultural add versus cultural fit.
- Using behavioral questions to evaluate potential, creativity, and adaptability.
- Integrating behavioral assessments with other selection tools.
- Presenting a compelling offer to the chosen candidate.
- Linking interview data to the onboarding and performance management process.
- Measuring the effectiveness of your behavioral interviewing process.
- Creating a culture of interviewing excellence within the organization.

## FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can organizations balance the structured, data-driven approach of behavioral interviewing with the need to assess a candidate's potential for innovation and creativity, which may not always be evident in past behaviors?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond theoretical knowledge to focus intensely on practical skill development and real-world application. While many programs explain what behavioral interviewing is, our curriculum is built around the "how". Participants engage in extensive, recorded mock interviews, providing a unique opportunity to practice their skills in a safe environment and receive detailed, personalized feedback. We place a significant emphasis on the critical and often-overlooked skill of mitigating unconscious bias, equipping participants with tangible strategies to ensure a fair and objective selection process. Furthermore, the course adopts a holistic perspective, connecting the interview process to the entire talent management lifecycle, from defining competencies to successful onboarding and long-term performance. We don't just teach a technique; we cultivate a strategic mindset that views hiring as a critical driver of organizational success. The content is grounded in established academic principles and modern best practices, ensuring participants learn a robust, legally defensible, and highly effective methodology for identifying and securing top talent.