



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

## COURSE OUTLINE - Behavior-Based Interviewing

### Selecting the Right Person for the Job

**Course Number:** AXO84-083

**Days:** Self-study

**Description:** After reading this book, you'll have the critical skills to find the right person for the right job every time, develop clear and accurate job descriptions and requirements, establish a fair and defensible hiring process, and construct unbiased, objective interview questions. To compete in today's market, businesses must adapt quickly to the ever-changing environment. Finding the right person to fit your company's needs is essential. This course will help you develop practical, specific, well-defined behavioral criteria to determine if a candidate can deliver the expected results.

## Topic-Level Outline

### Part 1: Gather Information

- The Behavior-Based Interview
- The Employee Requisition Form
- The Position Description
- Consulting with Knowledge Givers
- The Performance Review
- The Position Requirements/Profile
- Creating a Dimension Matrix
- Background Review

### Part 2: Conduct the Interview

- Principles of Effective Interviewing
- Developing Interview Questions
- The Interview Question Matrix
- The Importance of Questions
- Open-Ended and Closed Questions
- Probing The Interview Worksheet
- Behavioral Rating Profile
- The Interview Process
- Avoiding Interview Bias

TOC Continue...

### Part 3: Interpret Behavior

Interpreting Behavior

What You See

What You Hear

The Words and the Music

### Part 4: Follow-Up

After the Interview

Letters of Importance

Process Improvements

Form Disposition

### Appendix

Appendix to Part 2

Additional Reading

## ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

## ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Excel Advanced 2013 [Ebook](#), workbooks, and solutions.  
Excel comprehensive online courses, email for more details.



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