

TD CONSULTING GROUP's *Dynamic Interviewing: Hiring the Right People®* program offers managers an objective approach to selecting top quality candidates. Using behavioral interviewing, managers learn to identify the skills necessary to successfully perform a job, gather relevant information through interviewing, and analyze the information gathered to select the candidate who best meets the requirements of the position. Participants engage in interactive exercises and discussions to build interviewing skills, learn to conduct lawful interviews, and develop a customized approach to their next interview.

Learning Objectives: By the end of this session, learners will be able to:

- Describe the hiring manager's role in the interviewing process.
- Define behavioral interviewing.
- Utilize techniques to improve selection decisions.
- Develop behavioral interview questions.
- Identify and use lawful interview questions.

THE DYNAMIC INTERVIEWING PROCESS

The program opens with an overview of the three steps in the interview process – Plan the Interview, Conduct the Interview, and Evaluate the Candidate. Hiring manager and HR roles are identified and discussed.

BEHAVIORAL INTERVIEWING

Behavioral interviewing is defined, and the business case for improving selection decisions is made. Participants learn to take control of an interview process by determining what they need in a candidate, rather than allowing the resumé to drive the questioning process. Video clips enable participants to see behavioral interviewing in action.

APPLYING BEHAVIORAL INTERVIEW TECHNIQUES

Participants work in small groups to write behavioral interview questions for one or more competency. Working in pairs, participants learn what it's like to be on the candidate's side of a behavioral interview. Participants practice looking for a STAR – Situation or Task, Action, and Result – in response to behavioral interview questions. Techniques to respond to challenging candidate and hiring manager behaviors are reviewed.

CONDUCTING A LAWFUL INTERVIEW

The ability to conduct a lawful interview is crucial in today's work environment. Participants work in teams to distinguish between lawful and unlawful interview questions.

TOOLS

Take away tools include a sample Interview Guide, sample Candidate Assessment Summary Form, and a library of behavioral interview questions.