Training Course on Competency-Based Interviewing

Professional Development Training Course Outline

Category	Human Resource Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's competitive talent market, mastering competency-based interviewing (CBI) is crucial for HR professionals, hiring managers, and organizational leaders seeking to attract top-tier talent. Training Course on Competency-Based Interviewing is designed to equip participants with industry-relevant skills to conduct structured, behavioral-based interviews that align candidate competencies with organizational goals. With a focus on evidence-based recruitment practices, the course fosters decision-making rooted in predictive hiring analytics and interview best practices.

The training emphasizes real-world applications, offering HR professionals, recruitment agencies, and talent acquisition specialists the ability to build structured interview guides, assess behavioral indicators, and avoid unconscious bias. By incorporating AI-enhanced interview analytics and inclusive hiring frameworks, this course ensures that participants are well-versed in next-generation hiring techniques that support sustainable organizational growth.

Programme Curriculum

Training Course on Competency-Based Interviewing

Introduction

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incorporating AI-enhanced interview analytics and inclusive hiring frameworks, this course ensures that participants are well-versed in next-generation hiring techniques that support sustainable organizational growth.

Course Objectives

1. Understand the principles of competency-based interviewing (CBI).
2. Identify key behavioral indicators for critical job roles.
3. Develop structured interview questions using the STAR method.
4. Minimize unconscious bias in interview processes.
5. Apply data-driven hiring decisions to increase job fit accuracy.
6. Integrate diversity, equity, and inclusion (DEI) in interview design.
7. Conduct virtual interviews effectively using remote tools.
8. Analyze candidate responses through behavioral event interviewing.
9. Use competency frameworks for role-specific assessments.
10. Improve interviewer reliability through calibration exercises.
11. Implement structured scoring rubrics to ensure fairness.
12. Leverage AI tools for interview analysis and decision support.
13. Conduct post-interview evaluations to enhance candidate experience.

Target Audience

1. HR Managers
2. Recruiters and Talent Acquisition Specialists
3. Hiring Managers
4. Learning and Development Professionals
5. Team Leads and Supervisors
6. Organizational Development Consultants
7. Diversity & Inclusion Officers
8. Business Leaders and Entrepreneurs

Course Duration: 5 days

Course Modules

Module 1: Introduction to Competency-Based Interviewing

- Definition and benefits of CBI
- Evolution from traditional to behavioral interviews
- Understanding core vs. role-specific competencies
- Competency modeling tools and resources
- STAR method overview
- **Case Study: Comparing CBI with unstructured interviews in a tech firm**

Module 2: Building a Competency Framework

- Steps to develop a competency model
- Identifying behavioral indicators
- Mapping competencies to job roles
- Role of performance metrics
- Using job analysis in competency mapping
- **Case Study: Building a framework for mid-level management roles**

Module 3: Designing Behavioral Interview Questions

- Writing effective behavioral questions

- Avoiding leading and biased questions
- Crafting open-ended prompts
- Grouping questions by core competencies
- Integrating situational vs. behavioral questions
- **Case Study: Designing CBI questions for sales executive roles**

Module 4: STAR Method and Response Evaluation

- Breakdown of Situation, Task, Action, Result
- Teaching candidates the STAR format
- Evaluating STAR responses objectively
- Common red flags in responses
- Calibration exercises for scoring consistency
- **Case Study: STAR analysis for conflict-resolution competency**

Module 5: Conducting the Interview Effectively

- Establishing rapport and setting expectations
- Interview structure and time management
- Taking notes without disrupting flow
- Managing panel interviews
- Avoiding unconscious bias in live assessments
- **Case Study: Panel interview for senior leadership roles**

Module 6: Scoring and Decision-Making Tools

- Developing scoring rubrics
- Comparing candidate responses
- Aggregating scores across interviewers
- Using tech tools and AI for scoring
- Providing structured feedback
- **Case Study: Improving selection accuracy using scorecards**

Module 7: Virtual and Inclusive Interviewing

- Best practices for virtual CBI
- Digital platforms and compliance issues
- Inclusive language and equitable assessment
- Adapting questions for accessibility
- Recording and reviewing interviews
- **Case Study: Virtual interviewing for remote customer support roles**

Module 8: Post-Interview Analysis and Continuous Improvement

- Candidate experience feedback loop
- Data tracking and hiring KPIs
- Interviewer performance evaluation
- Refining questions and frameworks
- Reporting for compliance and audits
- **Case Study: Continuous improvement in a retail hiring process**

Training Methodology

- Interactive role-plays and mock interviews
- Group discussions and breakout sessions
- Real-life case study analysis

- Hands-on competency mapping exercises
- Assessment tools and live feedback
- Access to digital templates and frameworks

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

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