

INTERVIEWING THE REAL CANDIDATE - BEHAVIOURAL EVENT INTERVIEW (BEI) TECHNIQUE WORKSHOP

Date : 8th – 9th September 2016

Venue : Vistana Hotel, Kuala Lumpur

Workshop Description

The challenge today during interviews is to be able to look beyond what the candidate is telling us and to identify the candidate's real traits and behavior.

Making the right decisions in recruitment and selection results in maximum productivity, increased staff engagement and better staff retention hence reduced costs.

Studies have shown that hiring the wrong person can cost you:

- Loss of potential customers
- Loss of opportunity cost
- Demotivation among team members
- Three times their annual salary!
- Loss of business
- Hassle of re-interviewing for a replacement

However, it is possible to predict a person's future performance and behavior during the interview process, using a combination of the Behavioral Event Interview (BEI) technique.

Research demonstrates that competency-based selection has a higher predictive validity i.e. are better at predicting future job performance than typical unstructured or biographical interviews. The BEI technique is a structured probe strategy, is investigative and identifies the candidate's actual behavior. The results provide you a competency-based analysis of the candidate you are interviewing. This allows the Hiring Manager to make the best hiring decision.

Workshop Learning Objectives

- Identify real behaviors of the candidate by using the Behavioral Event Interview (BEI)
- Acquire skills and techniques to conduct focused and probing BEI interviews
- Verify and validate what the candidate's performance and credentials
- Develop competency models and benchmarks of staff that you are looking for

Who Should Attend?

- Top Management Team
- Senior Managers / Managers / HODs / Team Leaders
- HR Directors, Managers and HR Personnel
- Staff involved in recruitment and selection

(Applicable for all industries)

Facilitated & Marketed by:

ATCENSM

This training is **PSMB claimable**
Subject to PSMB approval

Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 – 1045	Morning Refreshment
1300 – 1400	Lunch
1530 – 1545	Afternoon Refreshment
1700	End of Workshop

Chronology applies for Day 1 and Day 2.

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Module Outline

Module 1: Importance Of Hiring The Right Person

- The cost of hiring the wrong person
- Current challenges in recruitment
- Common assessment methods and effectiveness

Module 2: Understanding The Iceberg Model For Success

- SKAP (Skills, Knowledge, Attitude & Personality)
- Competency Modeling and benchmarks
- Characteristics of a peak performer

Module 3: Behavioral Event Interview (BEI) Technique

- Why BEI?
- Probing and questioning techniques
- Sample questions
- Individual and Group Exercises

Module 4: Identifying Competencies And Behaviors

- Coding for competencies
- Individual and Group Exercises

Module 5: BEI Roles Plays And Case Studies

- Asking questions and probing
- Practical exercises

Module 6: How to Use Psychometric Profiling Analysis

- Candidate's natural strengths and limitations
- Concept of Assessment Centers

Module 7: Professional Recruitment Process

- Hiring Manager and HR's roles
- Additional assessment methods

Module 8: Making The Best Hiring Decision

- Facilitating panel interviews
- Conducting the Assessors' Conference
- Rating and ranking of candidates

Program Facilitator

E.T. KHOR

Khor Eng Tat (E.T.) is a Culture Transformation Expert, Certified PEAKS Psychometric Profiling Consultant & Trainer and also a Certified Professional Trainer (by Human Resources Development Fund Malaysia/PSMB and Western Kentucky University). With close to 10 years of training and consulting experience, he specializes in culture, mindset, leadership, personality development, change management and team development. ET has trained multi-nationals, government bodies and various organizations in Malaysia, Singapore, China and Brunei.

ET started his career in the IT industry with Seagate (Xyratex) in Portsmouth, United Kingdom for 2 years, then returned to Malaysia to pioneer and lead the R&D Team for over 5 years. In 2006, ET decided to switch from working with computers, to working with people, starting his new career as a Trainer and HR Consultant.

Today, ET is recognized as a "Culture Transformation Expert" and a "Leadership & Personality Development Coach". His passionate and engaging style in training has allowed him to help people and organizations maximize their leadership potential. ET has the unique combination of IT-skills and People-skills, and has the ability to blend this into his consulting and training, which allows him to be able to connect and inspire both technical and non-technical people.

He has delivered consulting projects and workshops on Culture Change (Change Management), Mindset Change and Motivation, Leadership & Managerial Skills Development, Psychometric Personality Profiling and Development, Team Building & Team Synergy and Human Resource and Organizational Excellence

As a Certified PEAKS Psychometric Profiling Consultant & Trainer, he has assisted organizations to incorporate the PEAKS Technology – the Cutting-edge Tool of the 21st century – for leadership development, people management, potential identification, talent management and personal growth.

ET was in Brunei for more than 1 year with Research Communication International (RCI), assisting the Ministry of Education (MOE) in their E-Hijrah initiative, conducting PEAKS Certification Programs to develop Leaders to transform their National Education System.

ET's clients include Nestle (Malaysia & Singapore), Malaysia Airlines (MAS), British Council (China), Naza Group, Lafarge ATC (China & Malaysia), Sunway Group, T-Systems (German Telekom Group, China & Malaysia), Open University Malaysia (OUM), Human Resources Development Fund (HRDF/PSMB), Securities Commission (SC), Indah Water Konsortium (IWK), Guinness Anchor Berhad (GAB), Amcorp Group, Carsem, Frieslandfoods (Dutch Lady), Fonterra, Genting Group, Perodua, ECER, IJM Corporation, UM Land, KLCC Holdings, Public Mutual, Prudential, CNI Holdings, Perwaja Steel, CCM Duopharma Biotech (Subsidiary of Sime Darby), Courts, UTAR, Taylor's University and many more.

CLIENTELE

Companies that have attended ATCEN's public workshops

Advance International Freight Sdn Bhd
Affin Bank Berhad
Aims Data Centre Sdn Bhd
Airfoil Services Sdn Bhd
Ajinomoto (M) Bhd
Alcan Packaging Malaysia
Alcatel-Lucent Malaysia Sdn Bhd
Alliance Banking Group
Allianz Life Insurance Malaysia Berhad
ALSTOM Asia Pacific Sdn Bhd
Amanah Raya Berhad
AmBank (Malaysia) Berhad
AmG Insurance Bhd
AmLife Insurance Berhad
Amway (M) Sdn Bhd
Arachem Tech Training Centre
Autoliv Hirotako SRS Sdn Bhd
Automobiles Peugeot
AXA Affin General Insurance Bhd
Axon Solutions Sdn Bhd
Bank Islam Malaysia Bhd
Bank Muamalat
Bank Negara Malaysia
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Beaufour Ipsen International
BlueScope Steel (M) Sdn Bhd
BMW Malaysia Sdn Bhd
Boustead Petroleum Marketing Sdn Bhd
Business Information Technology
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Canon Marketing (M) Sdn Bhd
Celcom (M) Sdn Bhd
Central Forwarding Agency Sdn Bhd
Century Total Logistics Sdn Bhd
Chemopharm Sdn Bhd
CIMB Bank Berhad
CL Computers (M) Sdn Bhd
CMCM Perniagaan Sdn Bhd
CNI Enterprise (M) Sdn Bhd
Colgate-Palmolive (M) Sdn Bhd
Computer Systems Advisers (M) Berhad
Credit Guarantee Corporation (M) Bhd
CSC Malaysia
D G Kom Sdn Bhd
Dagang Net Technologies Sdn Bhd
Datacom South East Asia (M) Sdn Bhd
Datacraft Advanced Network Services Sdn Bhd
Dell Global Business Center Sdn Bhd
DHL Express (Malaysia) Sdn Bhd
Dialog Telekom Limited
Diethelm (M) Sdn Bhd
DiGi Telecommunications Sdn Bhd
Dumex (M) Sdn Bhd
East of Suez Holdings Sdn Bhd
ECM Libra Investment Bank Berhad
ECS Pericomp Sdn Bhd
Edaran Tan Chong Motor Sdn Bhd
e-Genting Sdn Bhd
Entellium Technologies Sdn Bhd
EON Bank Berhad
EPF Social Security Training Institute (ESSET)
EPIC-I Sdn Bhd
EPS Computer Systems Sdn Bhd
Ericsson Malaysia
Etiqa Insurance Bhd
Etiqa Takaful Bhd
Euratech (Malaysia) Sdn Bhd
Formis Software Dynamics Sdn Bhd
Fresenius Medical Care Malaysia Sdn Bhd
Frontline Technologies Malaysia Sdn Bhd
FSBM Mantissa (M) Sdn Bhd
Fuji Xerox Asia Pacific Pte. Ltd
Fujitsu (Malaysia) Sdn Bhd
Gagasan Carriers Sdn Bhd
Gapurna Technologies Sdn Bhd
Genting Information Knowledge Enterprise Sdn Bhd
Global Transit Communications Sdn Bhd
Group Associated (C&L) Sdn Bhd
Grundfos Pumps Sdn Bhd
Gucci (Malaysia) Sdn Bhd
Guinness Anchor Berhad
HeiTech Padu Bhd
Hewlett-Packard Sales (M) Sdn Bhd
Hilton Petaling Jaya
Honda Malaysia Sdn Bhd
ICI Paints (Malaysia) Sdn Bhd
IITC Global Technology Sdn Bhd
IMU Education Sdn Bhd
InfoConnect Sdn Bhd
ING Insurance Bhd
interTouch (Malaysia) Sdn Bhd
iPerintis Sdn Bhd
Islamic Banking and Finance Institute Malaysia Sdn Bhd
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Jabatan Pengangkutan Jalan
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Malayan Banking Berhad
Malayan Cement Industries Sdn Bhd
Malaysia National Insurance Berhad
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Maxfame Technologies Sdn Bhd
Mayban Fortis Holdings Berhad
Mayban General Assurance Berhad
MBF Cards (M) Sdn Bhd
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Perbadanan Bekalan Air Pulau Pinang
Permec Corporation Berhad
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REDtone Telecommunications Sdn Bhd
Rentwise Sdn Bhd
RHB Bank Berhad
Ricoh (Malaysia) Sdn Bhd
Rohas-Euco Industries Bhd
SAINS Sdn Bhd
Samsung Malaysia Electronics (M) Sdn Bhd
Sapura Research Sdn Bhd
Sarawak Information Systems Sdn Bhd
SCAN Associates Berhad
Scope International (M) Sdn Bhd
Shangri-La Hotels Marketing Sdn Bhd
Shell IT International Sdn Bhd
Shell Malaysia Trading Sdn Bhd
Signature Manufacturing Sdn Bhd
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Southern Bank Berhad
Standard Chartered Bank
Star Publications (Malaysia) Berhad
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Telekom Sales & Services Sdn Bhd
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The Media Shoppe Bhd
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TIME dotCom Bhd
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Tokio Marine Insurans (M) Bhd
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