

Course ID
INTERVIEW
Course Duration
1 day

Course Title
Marketing Your Skills in a Behavioral Interview

Aimed At Those seeking internal or external jobs or promotions who wish to maximize their chances of success in a behavioral interview. If you're an interview designer or interviewer who wishes to make the most of behavioral questions, please ask us for the interviewers' version of this course.

Group Size 7-25

Prerequisites There are no formal prerequisites.

Course in a Nutshell It is not always the best qualified candidate who gets the job or the promotion but often the one best schooled in the recruitment process. Many of today's employers rely on behavioral interviewing techniques to gauge an applicant's ability to perform a given job. Studies show that those who have received formal training on how to answer behavioral questions fare far better in such interviews than those who haven't.

This course will help you discover your talents and accomplishments and develop dialogues to support how your background meets the needs described by the interviewer. You will learn about the common competencies and transferable skills that are the subject of behavioral interviews, the questions that are typically asked, how to correctly interpret them, and answer them in a way that best showcases your talents. We will show you how to prepare for a behavioral interview and how to handle yourself during the interview. You will learn how to balance confidence with humility and turn the questions and answers into a dynamic narrative of your value proposition. All in all, with lecture complemented by in-class practice, this highly engaging workshop will give you all the knowledge, skills, and tools that you need to ace a behavioral interview.

Customize It! Customize this course at little-to-no additional cost to your specific needs. If you're a manager or human resource specialist involved with designing or conducting behavioral interviews, or a placement director charged with training job seekers on behavioral interviewing techniques, we also offer a managers' version of this course.

Learn How To

- Describe individual values and talents when asked behavioral questions that create positive images for the interviewer
- Determine which sound bites will best market participants and answer interviewers' questions
- Using the STAR process, develop a response to a behavioral interview question

which demonstrates how past strengths were utilized and how they can be used in new situations

- Explain successful fulfillment of competencies such as integrity, professionalism, critical thinking, continuous learning
- Create a plan to highlight talents and past achievement in a manner that demonstrates certain success for the future
- Through exposure to a multitude of questions and scenarios, become prepared for any style or format of interview question which could be given
- Recognize the behaviors which demonstrate confidence and competence and be able to display them without appearing egotistical
- Handle successfully all aspects of an interview including professional appearance, first impressions, rapport development, answering questions and dialoguing, and making a lasting impression

Course Outline

- Introduction
 - Managing change: Seeing opportunity in job searches
 - Preparing psychologically for a new job
- Uncovering our Unique Talents and Values
 - Accomplishments exercise
 - Focusing on the A's; not the D's to bring out our strengths
 - Marketing our strengths
- Preparing for the Interview
 - Designing our individual sound bites
 - Building our confidence
 - Three tips to handling nervousness
 - Designing a first impression
 - What does our "look" say about us before we open our mouths
- Responding to Behavioral Questions
 - Understanding the reasons behind the questions
 - Using the STAR process to interpret and answer interview questions
 - Linking our strengths to their questions
 - Answering behavioral interview questions
- The Interview: Putting It all Together
 - Establishing rapport
 - Balancing confidence with humility to create a great impression
 - Turning a Q & A interview into a dynamic dialogue
 - Making the last impression a lasting one
- Developing a Plan for Succeeding in an Interview

How You Will Learn

- You will be taught by a seasoned instructor who's also an expert on behavioral interviewing.
- The course will be taught workshop style with short lecturattes complemented by discussion and practice sessions.
- Through exposure to a wide variety of questions and scenarios, this course will prepare you for any format or style of interview questions that could be presented.
- You will receive a printed Participant Handbook which will help you remember and retain what you learned in class and apply it on your job.

Revised

Nov 4, 2008f