



## CERTIFIED COMPETENCY BASED INTERVIEWING PROFESSIONAL (CBI) PROGRAM



“Competencies are the foundation for talent management processes like performance management, compensation, development, assessment, selection and others.”

## Program Content

### SESSION 1

#### Module 1: What is Competency?

Types of Competencies; 3 Domains of Learning - Cognitive, Psychomotor and Affective; Blooms Taxonomy; How to write a Competency? Guide for writing Functional Competencies – Process of writing competencies; Career Levels of Functional Competencies; Writing Task Statements and Competencies; Step by Step guide for writing Competencies.

#### Module 2: Competency Model

- A) Competencies Model Overview
- B) HR Professional Career Levels
- C) HR Professional Competency Cluster
  - 1) *Competency Cluster: Technical* : Human Resource Expertise (HR Knowledge)
  - 2) *Competency Cluster: Interpersonal* : Communication; Global and Cultural Effectiveness; Relationship
  - 3) *Competency Cluster: Business* : Consultation; Business Acumen; Critical Evaluation
  - 4) *Competency Cluster: Leadership* : Leadership and Navigation; Ethical Practice
- D) Practical Application exercises

## **SESSION 2**

### **Module 3: Competencies for Early Career HR Professionals**

Session 1: HR Expertise – sub-competencies, behaviors, ways to develop skills, application, behavioral Interviewing questions with rating scales, Activities.

Session 2: Relationship Management – sub-competencies, behaviors, ways to develop skills, application, behavioral Interviewing questions with rating scales, Activities.

Session 3: Ethical Practice - sub-competencies, behaviors, ways to develop skills, how HR can foster ethical organization, application, behavioral Interviewing questions with rating scales, Activities.

Session 4: Communication - sub-competencies, behaviors, ways to develop skills, social media in HR communication, application, behavioral Interviewing questions with rating scales, Activities.

## **SESSION 3**

### **Module 4: Competencies for Mid-Career HR Professionals**

Session 5: Consultation - sub-competencies, behaviors, ways to develop skills, preparatory activities, apply the Consultation competency in various contexts, behavioral Interviewing questions with rating scales, Activities.

Session 6: Business Acumen - sub-competencies, behaviors, ways to develop skills, application of business acumen competency in various contexts, behavioral Interviewing questions with rating scales, Activities.

## **SESSION 4**

### **Module 5: Competencies for Senior / Executive Career HR Professionals**

Session 7: Critical Evaluation - sub-competencies, behaviors, ways to develop skills, application of critical evaluation competency in various contexts, behavioral Interviewing questions with rating scales, Reading Assignments, Activities.

Session 8: Leadership and Navigation - sub-competencies, behaviors, ways to develop skills, application of leadership and navigation in the real world scenario, behavioral Interviewing questions with rating scales, Activities.

Session 9: Global and Cultural Effectiveness - sub-competencies, behaviors, ways to develop skills, application of leadership and navigation in the real world scenario, behavioral Interviewing questions with rating scales, Activities.

## **SESSION 5**

### **Module 6: Why and How to conduct a Behavioral Interview**

- Why interviewing is important,
- Why use behavioral interviewing,
- How to write behavioral interview question - Using STAR Model,
- How to create behavioral rating scale (BAR),
- How to conduct behavioral interview,

### **Module 7:**

#### **1) Behavioral Event Interviewing (BEI) – STAR Model**

Overview of BEI,

STAR Method – Situation-Task-Action-Result,

Steps recommended for conducting BEI – Questioning Pattern,

Five Steps to conducting a Behavioral Event Interview,

#### **2) Competency Based Interviewing (CBI) – EAR Model**

Program Objectives; Recruitment process; Basics of Behavioral Interviewing,

PLACE - Preparing for the Interview; Legal Considerations; Actual Interviewing Techniques; Competency Assessment; Evaluate the Candidate; Interview framework

## **Module 8: Interview Guide Template**

- Interview Guide,
- Interview Preparation,
- Key Interview Behaviors,
- Legally Defensible Behaviors,
- Interview Material,
- Behavioral Interview Questions,
- Candidate Summary,

## **WHO CAN ATTEND**

- This Program is recommended as a must for all those people who have a direct or indirect role to play, and are in a position to influence and take decisions in the areas of Recruitment & Selection, Performance Management, Learning & Development and Career & Succession Planning in organizations etc.
- The suggested categories of participants are HR Heads/HR Managers, Recruitment Heads/Recruitment Managers, Training Heads/Training Managers, Engagement Managers, Staff Managers, Business Managers, Line Managers, Recruitment Consultants, HR Consultants and Training Consultants etc.

## **KEY TAKE AWAYS**

1. Create awareness for the Participants on one of the most progressive and powerful Talent Management Tools used today.
2. Develop the required skills that the Participants would require to design and implement Competency Framework for Early career level, Mid-career level and Senior/Executive career level professionals.
3. Learn to create Proficiency Standards by career level – the Behavioral standards in which an HR professional at the relevant level should engage to be successful.
4. Learn to CREATE Behavioral Interview question and BARS (Rating scale)
5. Learn to CONDUCT Behavioral Event Interviewing (BEI) using STAR Model
6. Learn to CONDUCT Competency Based Interviewing (CBI) using PLACE and EAR Model
7. Help the Participants to streamline the Recruitment & Selection, Performance Management, Learning & Development and Career & Succession Planning functions of their Organization.

## **LEARNING AND CERTIFICATION PROCESS**

- Instructor Led Virtual Session
- Total Duration 12 Hours
- On completion, you will receive “Recognition Certificate” for “**Certified Competency Based Interviewing (CBI) Professional**” with Grades.

## **TRAINING DIRECTORY**

- On Completion of the Program, your name would be included in the Training Directory. To view, Click on the below link - <http://www.merittconsultants.com/trainee-directory/>

## **PROGRAM KIT**

- Includes Manual (User Guide) + Session Videos + Certification

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