

INTERVIEWING SKILLS FOR HR MANAGERS

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Virtual Training via Zoom

28-29 October 2020

LEARN HOW TO

- Identify the benefits of structured competency-based interviewing
- Identify job requirements and competencies based on a job description
- Plan and prepare for a structured competency-based interview
- Demonstrate appropriate interview etiquette
- Conduct a structured competency-based interview
- Assess information gathered from the interview process to select a candidate
- Identify local legal issues pertaining to the hiring process
- Identify how a structured interview fits into the overall recruitment process of an organization

HR Masterclass Series is brought to you by *Human Resources*

www.hr-masterclass.net

Contact: Hemalatha Siranjeevi | +65 6423 0329 | hemalathas@humanresourcesonline.net
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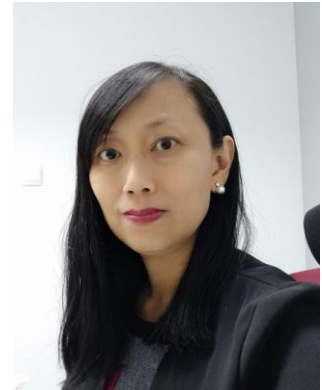
ABOUT YOUR COURSE TRAINER

Yvonne Low

Principal Consultant, The Talent Sandbox based in Singapore

Yvonne Low is a facilitator, career & executive coach, talent developer, and training manager with 25 years of experience across various industries in Asia Pacific. She has conducted a varied portfolio of workshops in the areas of competency-based interviewing, leadership and interpersonal skills. As a talent developer, Yvonne has planned and implemented the rollout of the performance management, talent attraction and personal development processes in several organizations.

As a coach, her focus is on two key areas, executive coaching and career coaching. In career coaching, she supports mid-career professionals in exploring life and career goals and implementing their plans. In executive coaching, the emphasis is on personal and leadership development. Some of her clients include Coface, Pepperl & Fuchs, Qiagen, Raiffesien Bank International, Royal Bank of Scotland, Roche, SITA, Shimadzu, Singapore Technologies and Unilever



PAST TESTIMONIALS OF THE COURSE TRAINER

“The trainer engaged the audience to understand our functions and used examples to help us see how we can apply.” – **Manager, Real Estate Investment Trust (REIT)**

“It was overall good & very detailed. All the techniques & open discussions are very interesting.” – **Regional Manager, Leading Consumer Goods Manufacturer**

“The workshop met its objectives well. Yvonne was relaxed, informative and knowledgeable.” – **Manager, Corporate & Investment Bank**

“Yvonne and I worked together to deliver several trainings for Japanese companies in Singapore. With her wealth of knowledge and experience on the training subjects and facilitation, all programs were successfully delivered and satisfied participants very well. To non-English native such as Japanese managers, it is not always productive to learn something new in English but Yvonne could facilitate sessions professionally by adjusting speed and flow depending on participants learning pace. – **Managing Director, Aimnext Singapore**

COMPANIES THAT HAVE BENEFITED FROM YVONNE'S EXPERTISE

American Express
Barclays
BSH
Coface
Elsevier
Qiagen

Raiffesien Bank International
Royal Bank of Scotland
Roche
SITA
Shimadzu
Singapore Technologies
Unilever

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WHY YOU SHOULD ATTEND

The selection of a new employee is a major investment for both your organisation and the candidate. Understanding and applying a selection process leads to the hiring of a successful employee and that is critical to the mission of every organization.

In this workshop, HR professionals will gain the knowledge and practical skills needed to hire effectively and successfully.

Led by Yvonne Low, with experience in delivering well-received workshops for both regional and local organisations, this two-day HR Masterclass will provide you with a strong working knowledge of planning, preparing and conducting structured competency-based interviews. You will learn through a series of case studies, interactive discussions and role-play sessions.

WHO SHOULD ATTEND

Directors, Vice Presidents, Heads, Managers and Team Leads in charge of:

- Human Resources
- Talent acquisition
- Recruitment
- Organisational Development
- Team Management
- Other departments in the HR function
- HR Business Partners and Consultants
- All other professional/business stakeholders involved in recruitment, talent acquisition and team management.

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COURSE OUTLINE - DAY 1

TIME	AGENDA
8.45 am	Registration
9.00 am	1. Welcome, Introduction and Delegate Objectives Delegates will have a chance to get to know each other. Delegates identify their own experiences, both positive and negative. This builds a link with what the interviewers did that were effective and how we can learn from these experiences. 2. Introduction to Structured Competency-based Interviewing Structured competency-based interviewing has been proven to be one of the best ways to conduct an interview. Also looks at benefits of structured competency-based interviewing. 3. Identifying job requirements and competencies based on a job description <ul style="list-style-type: none">• Introduction to competencies• Identifying job requirements and competencies based on a job description
10.30 am	Break
10.45 am	4. Preparing for a Structured Competency-based Interview <ul style="list-style-type: none">• Elements of a structured interview• Questioning Techniques• Developing questions for an interview• Setting up the interview environment• Interview protocols and etiquette (one-to-one and panel)
12.30 pm	Lunch
1.30 pm	5. Conducting a Structured Competency-based Interview <ul style="list-style-type: none">• Introductions and building rapport• Active listening• Recording evidence from an interview• Closing an interview and next steps
3.00 pm	Break
3.15 pm	6. Interview Practice I In this session, participants will demonstrate how to prepare and conduct a structured competency-based interview.
5.00 pm	End

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COURSE OUTLINE - DAY 2

TIME	AGENDA
8.45 am	Registration
9.00 am	7. Assessing & Evaluating Candidates <ul style="list-style-type: none">Assessing information gathered from the interviewRating and selection guidelinesCommon rating biases
10.30 am	Break
10.45 am	8. Interview Practice II <p>In this session, participants will demonstrate how to assess information gathered from the interview process to select a candidate</p>
12.30 pm	Lunch
1.30 pm	9. Local Legal Issues <p>Participants will engage in a discussion around the local legal issues pertaining to the interviewing and selection process.</p> 10. Interview Practice III <p>In this session, participants will:</p> <ul style="list-style-type: none">Demonstrate how to prepare and conduct a structured competency-based interview.Assess information gathered from the interview process to select a candidate
3.00 pm	Break
3.15 pm	10. Interview Practice III (cont'd) <p>In this session, participants will:</p> <ul style="list-style-type: none">Demonstrate how to prepare and conduct a structured competency-based interview.Assess information gathered from the interview process to select a candidate 11. Summary and Forward Actions <p>At the completion of the workshop, it is important to spend a bit of time setting direction for what's next in the application of what has been learned.</p>
5.00pm	End

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INTERVIEWING SKILLS FOR HR MANAGERS	
Format	Virtual
Dates	28-29 October 2020
Price Per Person	<p>Early Bird: USD 900 (on or before 30 September)</p> <p>Regular Price USD 1,100 (After 30 September)</p>
Contact Person for Registration and Group Discounts	<p>Renamel Torres Head, Project Management Tel: +65 6423 0329 Email: renamelt@humanresourcesonline.net</p>
Amendment / Cancellation Policy	<ol style="list-style-type: none"> 1. All bookings are final. 2. Should you be unable to attend, a substitute delegate is welcome at no extra charge. 3. HR Masterclass Series cannot provide any refunds for cancellations. 4. HR Masterclass Series reserves the rights to alter the programme without notice, including the substitution, amendment or cancellation of trainers and/or topics. 5. HR Masterclass Series is not responsible for any loss or damage as a result of a substitution, alteration, postponement or cancellation of the event.

ABOUT HR MASTERCLASS SERIES

As the training division of *Human Resources*, HR Masterclass Series takes a proactive role in organising a regional series of public and in-house training courses across Asia. Together with our conferences and awards shows, these courses form part of a complete suite of events specifically tailored for senior HR professionals.

Courses are conducted in a personalised and interactive workshop setting with practical case studies and exercises from our expert trainer. Delegates will take away global best practices, fresh ideas and customised solutions for implementation back in their organisations.

HR Masterclass Series is committed to being a trusted learning partner of HR practitioners throughout Asia.

Past HR Masterclass Series Delegates were from:

- ABB
- AEON Credit Service
- AirAsia
- Alliance Bank Malaysia
- Allianz Insurance
- AstraZeneca
- ASTRO Malaysia
- Bank Negara Malaysia
- Bumi Armada
- Canon
- CapitalLand
- Carrier International
- DHL
- DSO National Laboratories Singapore
- Ericsson
- FMC
- Fuji Xerox
- Fujitsu Asia
- Gamuda
- Gucci
- Hilton Hotels & Resorts
- Hong Kong Jockey Club
- International SOS
- Kantar Health
- Malaysia Airlines
- Malaysia Airports Holdings
- MasterCard
- Maxis Mobile
- McCann Erickson
- MediaCorp Singapore
- National Australia Bank
- NetApp
- NCS
- PETRONAS
- Prudential
- S P Setia
- Sands China
- Schneider Electric
- Sime Darby
- Singapore National Eye Centre
- Singapore Press Holdings
- SMCP Hong Kong
- SME Bank Malaysia
- StarHub
- Suntec Singapore
- Telekom Malaysia
- Tenaga Nasional Berhad
- The Walt Disney Company
- Tune Hotels
- United Overseas Bank (UOB)
- VADS Berhad
- Volvo
- WorleyParsons
- Yale-NUS College
- Yokogawa Engineering
- Zurich Insurance

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