

COMPETENCY-BASED INTERVIEWS: A STRUCTURED APPROACH TO EFFECTIVE TALENT SELECTION



GENTEX[®]
TRAINING CENTER



Introduction

Competency-Based Interviews: A Structured Approach to Effective Talent Selection Training Course prepares recruiters and hiring panels to select talent through disciplined, evidence-driven interview practices. Poor selection decisions carry lasting costs, from lost productivity to disrupted team dynamics, making a reliable interview process a business priority. This course guides participants through a systematic approach to planning, conducting, and evaluating interviews grounded in observable candidate behavior. Furthermore, it addresses how structured scoring and calibration between interviewers strengthen decision quality and reduce disputes. Participants will learn to translate job requirements into targeted questions and defensible evaluation criteria. As a result, they will leave equipped to run a consistent, fair selection process that identifies genuinely qualified candidates.

Competency-Based Interviews: A Structured Approach to Effective Talent Selection Course Objectives

- Translate job competency profiles into structured interview questions
- Apply the STAR and CAR techniques to probe candidate behavior
- Build weighted scoring rubrics tied to job-specific competencies
- Design multi-interviewer panels with defined competency ownership
- Apply calibration sessions to align interviewer judgments
- Identify and counter common interviewer rating errors
- Structure follow-up questions to test the depth of experience
- Build legally defensible interview documentation practices
- Apply the person-job fit model to selection decisions
- Evaluate interview process quality using hiring outcome data

Course Methodology



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Interactive lectures on structured interview design
- Case study review of high-stakes hiring decisions
- Hands-on workshops building competency-based scoring rubrics
- Simulated interviews with recorded feedback review
- Group calibration exercises across multiple raters
- Practical sessions on documentation and compliance
- Continuous Q&A throughout each session

Who Should Take This Course

- Recruitment and talent acquisition professionals
- Hiring managers and department heads
- HR business partners supporting selection panels
- Interview panel members across functions
- Learning and development specialists
- Organizational development practitioners

Competency-Based Interviews: A Structured Approach to Effective Talent Selection Course Outlines

Day 1: The Case for Structured Selection

- Costs of poor hiring decisions to the organization
- Principles of the person-job fit model
- Overview of competency-based interview methodology
- Translating job profiles into required competencies
- Comparing structured versus unstructured approaches



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Legal and ethical foundations of fair selection
- Case study: structured selection improving hiring outcomes

Day 2: Building the Interview Framework

- Applying the STAR and CAR questioning techniques
- Drafting core and follow-up behavioral questions
- Weighting competencies by role priority
- Structuring interview guides for multiple panelists
- Sequencing questions for a natural conversation flow
- Avoiding hypothetical and leading question formats
- Workshop: building a role-specific interview framework

Day 3: Conducting the Structured Interview

- Setting expectations and rapport at interview opening
- Applying active listening and probing techniques
- Managing incomplete or rehearsed candidate answers
- Keeping interviews on track within time limits
- Capturing behavioral evidence through effective notes
- Closing interviews professionally and consistently
- Practical exercise: recorded simulated interview

Day 4: Scoring, Calibration, and Bias Reduction

- Applying weighted scoring rubrics to interview evidence
- Running calibration sessions across interview panels
- Identifying halo effect, recency bias, and similarity bias





- Resolving scoring disagreements among panelists
- Documenting evidence to justify final ratings
- Comparing candidates using standardized scorecards
- Case discussion: calibration across a hiring panel

Day 5: Panel Coordination and Continuous Improvement

- Assigning competency areas across panel members
- Consolidating panel input into a final hiring recommendation
- Communicating decisions to candidates professionally
- Auditing interview documentation for compliance
- Tracking hiring outcomes to validate interview quality
- Building a continuous improvement plan for interviews
- Final workshop: full panel interview simulation

Conclusion

By successfully completing Competency-Based Interviews: A Structured Approach to Effective Talent Selection, participants will have acquired practical skills in structured question design, evidence-based scoring, and panel calibration. They will gain the ability to run selection processes that reduce bias and strengthen hiring accuracy. This Training Course, delivered by Gentex Training Center, prepares participants to lead a rigorous, defensible interview process that supports better long-term talent decisions.



FAQs

Q1 What is the "Competency-Based Interviews: A Structured Approach to Effective Talent Selection" course about?

This course teaches participants how to build and run a fully structured interview process, from question design through panel calibration. It focuses on collecting reliable behavioral evidence to support consistent, defensible hiring decisions.

Q2 What are the key benefits of the "Competency-Based Interviews: A Structured Approach to Effective Talent Selection" course?

Participants gain the ability to reduce interviewer bias, improve agreement across hiring panels, and select candidates with stronger job fit. These benefits help organizations lower turnover, cut mis-hire costs, and strengthen selection consistency.

Q3 What skills will I gain from the "Competency-Based Interviews: A Structured Approach to Effective Talent Selection" course?

Participants will gain skills in structured question design, evidence-based scoring, panel calibration, and interview documentation. These four core skills enable hiring teams to run reliable, high-quality selection processes.



Q4 What tools, methods, or standards are covered in the "Competency-Based Interviews: A Structured Approach to Effective Talent Selection" course?

The course covers the STAR and CAR techniques, weighted scoring rubrics, calibration sessions, and the person-job fit model. These tools give participants practical methods for building rigorous, standardized interview processes.

Q5 How is the "Competency-Based Interviews: A Structured Approach to Effective Talent Selection" course applied in real-world practice?

Participants apply the framework to simulated hiring panels, building interview guides, scoring rubrics, and calibration sessions. These practices help organizations run selection processes that are consistent, well-documented, and defensible.