

Prepare, Facilitate, Assess

Behavioural Interviewing

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Through an interview, the identification of the perceived best candidate may simply reflect the candidate who is best at interviewing.

Have you ever wondered if the interviews in your organisation are giving you the best information to make correct selections?

With interviewing being the most commonly used selection technique, it is critical that the process you apply is giving you the optimal outcomes for your organisation.

Research has shown that when unstructured, interviews have a probability little better than chance of selecting the best applicant.

However, when the interview is structured and utilises behavioural questions, the validity of the candidate's responses doubles.

It is therefore crucial that your HR team and panel members apply these techniques as an integral part of their assessment and selection process.

Behavioural interviewing – more to it than meets the eye

To ensure interviews provide you with the strongest possible information about your candidates, a number of

key factors need to be considered in the preparation, facilitation and assessment of the interview.

- > appropriate questions
- > technical or behavioural questions
- > probing & follow-up questions
- > note-taking
- > relevance and significance of the examples presented
- > behavioural descriptors to evaluate behavioural responses
- > rating and assessment of candidates

Beyond these elements, a range of other factors can impact on the validity and reliability of Behavioural Interviewing:

- > the expertise of the interviewers
- > the preparation of the applicants
- > the physical and psychological environment in which the interview is conducted

Past performance is a great predictor of future performance

One of the key principles of behavioural interviewing is that past performance is the best predictor of future performance.

Behavioural interview questions are therefore designed to elicit information from a candidate that serves as evidence that they have achieved a level of behaviour or skill.

Develop the key skills

To ensure you are suitably prepared for behavioural interviewing, ValueEdge delivers a range of support programs including:

- > Developing Behavioural Interview Questions and Guides
- > Facilitating The Interview Process
- > Selection Skills Training
- > Data Collection, Note Taking and Questioning Skills
- > Structuring Behavioural Interviews

Our team of corporate psychologists can assist you in improving your interviews and outcomes by building the knowledge and expertise of your selection team.



Contact ValueEdge to
discuss your assessment
needs

To discuss ValueEdge's Assessment Services, please contact one of our consultants at value@valuedge.com.au or phone **+61 3 9690 4550** or **+61 2 8448 2024**. Visit us at www.valuedge.com.au