

BEHAVIORAL INTERVIEWING STRATEGIES

How To Make More Effective Hiring Decisions

The acclaimed seminar that teaches you how to get more out of a 40 minute interview than most interviewers get in 4 hours



Get the background, tools and strategy to conduct exceptionally effective behavioral interviews



DALLASHR™
Advancing the value of HR.



Want to learn how to interview job candidates more effectively?

You have come to the right place.

In two powerful days, you will learn how to painlessly guide an interview conversation so that it is easy for a

candidate to open up to you and tell you what you need to know.

You'll learn how to manage the interview so that it saves time, minimizes mistakes, and becomes an invaluable screening device.

You will learn what works and what doesn't in your candidate selection process, and walk

away with a clear strategy for developing competency and behavior-based questions that get to the heart of fit and performance.

Gain a solid understanding of why best practice makes sense. Register for the next class.



“A lot of times we assume we are doing things right because our supervisor taught us to do it that way. Coming to this seminar opened up so many doors for me. Thank you.”

**K. Birdsell
Director of Training and Recruiting**



Here are just a few of the companies that have sent employees to this seminar

EOG Resources ◀ Enbridge ◀ Cameron ◀ Modec ◀ Price Waterhouse Coopers LLP. ◀ CommScope Solutions
 The Houstonian Hotel, Club and Spa ◀ Carrizo Oil & Gas ◀ Money management International ◀ Federal Reserve
 Bank ◀ City of Pearland ◀ University of Texas Medical
 Centerpoint Energy ◀ Shell Federal Credit Union ◀ Expo Branch ◀ Silver Eagle Distributors ◀ NRG Energy
 Chemical ◀ Hydratight ◀ Smart International Inc. ◀ US Filter ◀ Kelsey Seibold Clinic ◀ Lava MD Solutions
 DXP Enterprises ◀ Continental Carbon Company ◀ Trintech ◀ TRS Behavioral care, Inc. ◀ Atlas Copco
 Ameriforge Group Inc. ◀ South Texas College of Law ◀ Prime Energy ◀ Corgan Associates ◀ Fossil ◀ Aviall
 Gyrodata Inc. ◀ Clayton Williams Energy Inc. ◀ DXP Avance, Inc. ◀ Fiesta Mart ◀ TECO Thermal Energy
 Enterprises ◀ Superior Staff Resources ◀ MD Anderson Corporation ◀ RTI Energy Systems ◀ Logistics Solutions
 ◀ Goodrich Petroleum Corp ◀ Hess ◀ Mustang International ◀ ABS ◀ CompleteRX ◀ Wilson
 Engineering ◀ WW Webber LLC ◀ Logistics Solutions TGS-Nopec Geophysical Company ◀ Wharton County
 International ◀ Insperity ◀ Spectra Energy ◀ HCR Junior College ◀ Slingshot LLC ◀ Gaylord Texan Resort
 Manorcare ◀ Dannenbaum Engineering Corp. ◀ Allegiant and Convention Center ◀ First Baptist, Dallas ◀ Hallwood
 Systems, Inc. ◀ Greensheet ◀ TGS-Nopec Geophysical Energy ◀ University of Dallas ◀ Jacintoport International
 Company ◀ Piper Morgan Associates ◀ MetroNational ◀ NPJ Instrument Group ◀ In Touch Credit Union
 ◀ R. Stahl, Inc. ◀ Houston Texans ◀ Aramco Services United Space Alliance ◀ Whole Foods ◀ Victory
 ◀ University of Phoenix ◀ Venterra Realty ◀ JDA Packaging ◀ Methodist Hospital ◀ Health Solutions
 Professional Services Inc. ◀ Tenaris ◀ Rice University ◀ Marathon Oil ◀ BeautiControl ◀ Spectra Energy

Behavioral Interviewing Strategies

The Content

DAY ONE (9AM to 4:30PM)

Employee Selection What an Interviewer Must Know

*This hands-on session will help you understand what works and what doesn't in the candidate screening process and provide tools to give you what you need to ensure that your interviews are on the mark. **Employee Selection** explains the last thirty years of applied HRM research in plain language. It brings together useful information regarding effective candidate selection into a single content packed session. You will walk away knowing what works and what doesn't in your selection process. You will leave with a clear strategy for developing interview questions that get at the heart of fit and performance. You will walk away knowing what to ask and why best practice makes sense.*



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- Four (4) key characteristics that all effective selection measures share
- 30 years of HRM research on candidate screening methods: what it tells us about predicting performance
- An overview of the four (4) best candidate screening methods that businesses have available and an explanation of why five (5) commonly used approaches waste resources
- The keys to ensuring that interviews predict performance
- The relative legal risk of interview structures
- The four (4) mistakes that the typical interviewer makes
- How to structure a very effective interview
- Behavioral, situational, and semi-structured interviews — how to develop questions that get to the heart of fit and performance
- Six (6) factors that impact how a job gets done and a powerful tool for exploring fit
- Personality information and integrity tests

DAY TWO (9AM to 4:30PM)

Controlling the Interview: Tips for Making Good Questions More Effective

***Controlling the Interview** is a specially tailored version of the Core Competencies session of our popular Relationship Management seminar. It contains 40% of the content covered in the Core Competency program. **Controlling the Interview** focuses directly on interview technique. Like Day 1, it is appropriate for HR practitioners and non-HR hiring authorities. **Day 2** of Behavioral Interviewing Strategies builds out the skills necessary to conduct low friction inquiry. It provides tips, approaches, and strategies for quickly getting candidates to open up and tell you what you need to know.*

- Successful interviews, getting more out of good questions
- Respecting EEO – a 15 minute refresher
- Looking for commitment – maintaining a long-term focus
- What you think I said was not what I thought I meant - multiple perspectives and their importance
- Level 1 Active listening patterns that draw people out and communicate respect
- Influencing skills: tips for maintaining rapport and keeping a candidate on track
- Body language - how to quickly pick up on mixed messages
- How to communicate that you feel good about meeting a candidate when you don't feel like it
- Strategies for gracefully handling gaffs, gaps, silences, and rough spots
- Beyond "Tell me about a time when..." - flexible approaches that make it easy for a candidate to tell you what you need to know
- Strategies for ensuring that a candidate leaves the interview with the same level of self esteem he or she came in with
- Setting the stage...Putting it all together

Behavioral Interviewing Strategies

Attendee Reviews

Actual quotes from attendees like you

It will enable me to put the candidate more at ease and allow me to tailor my questions to get better responses. I think all interviewers need this type of framework.

J. Davis, HR Generalist

Class is very well structured and full of information that can be applied in different fields.

A. Nemer, Area Recruitment Specialist

What I have learned today will yield better candidates for our organization in a shorter amount of time, increasing our recruitment productivity.

C. McCall, Staff Recruiter

Thank you. Informative and entertaining as always. It is information I'm going to use when I get back to the office.

E. Strom, HR Manager

Fantastic job. Concise, clear, to the point, a real benefit.

A. Paulsen
Director of Operations

The presenter “was an outstanding teacher and communicator who was very effective in conveying his message. He also had a passion for this topic and goes with the speed of the class. He was very helpful in showing how to use these lessons in everyday work. This will lead to better more informative interviews, better candidate selection, and less debating on candidates.

C. Patterson, Corp. Recruiter

The demonstrations and practice exercises are extremely valuable. I'm typically skeptical of seminars, but I truly will take away knowledge and techniques that I can put to immediate use.

L. Kopp, Human Resources Recruiter

Great course, one of the best I have taken. I am looking forward to adding the new information to my toolbox of recruiting techniques.

A. Barrera, Associate Recruiter

My recruiting tools have been sharpened tremendously.

C. Lynn, Recruiter

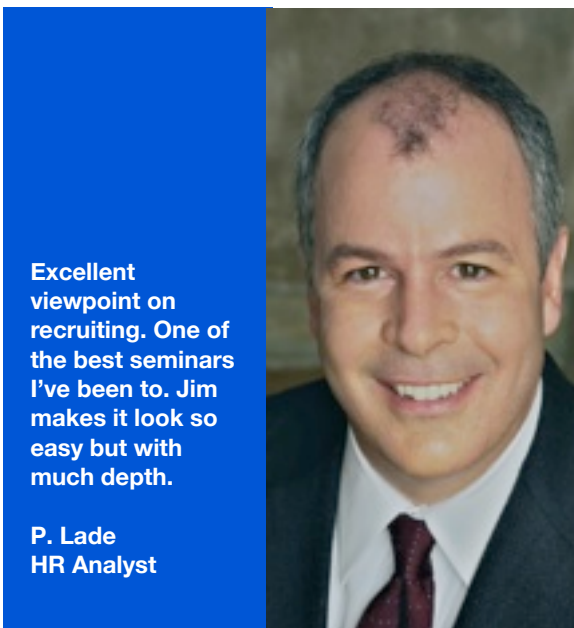
Very practical and easy to implement interviewing techniques. Instructor was a wonderful teacher.

**K. Hambird
Manager**



Who should attend

Executives, Directors, Managers, and Practitioners ● HR Practitioners wanting to improve their ability to screen candidates and hire the right people ● Manager, supervisors and employees with hiring responsibility wanting to improve their confidence when selecting employees for hire ● Persons with hiring authority wanting to improve effectiveness



Behavioral Interviewing Strategies Your instructor

Jim Vance, SPHR, PE (inactive). Jim is a former Human Resource Director and Training Director who came from an engineering and operations background. He is a former top presenter for a national seminar company and has addressed business audiences in over thirty states. He has managed staffing efforts for all position levels, and has led recruitment for enterprise planning initiatives. Vance has interviewed thousands of candidates, and brings real world experience to this practical and useful seminar. He is coauthor of the books *Magnetic Leadership* and *Human Resource Strategies that Work*. Jim regularly presents seminars on a variety of HR topics including Human Resources 101, Guiding and Leading the Change Process, Enhancing Your EQ, Understanding HR Metrics, and Relationship Management for the HR Business Partner. He is president of Advanced Business Resources, a Houston-based management and communication training company. He draws on his experience to bring life, humor and realism to this important subject.



About DallasHR

The Dallas Human Resource Management Association is a not-for-profit professional organization representing a broad spectrum of the Greater Dallas business community. An affiliate of the 250,000 member Society for Human Resource Management, DALLASHR is one of the largest chapters in the nation. DALLASHR has earned SHRM's Superior Merit Award every year since its inception, and is a winner of the prestigious Pinnacle Award.

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When, Where, How Much

- ◆ March 26-27, 2014
- ◆ 9:00 AM to 4:30 PM
- ◆ Check in begins at 8:15 AM
- ◆ Consult www.dallashr.org for seminar location
- ◆ Participant manuals, breaks, catered lunch provided
- ◆ Reservations required
- ◆ Register early, space is limited
- ◆ Full seminar — \$600 members, \$800 non-members
- ◆ Day 1 only — \$300 members, \$500 non-members
- ◆ Day 2 only — \$300 members, \$500 non-members



This seminar has been pre-approved by the Human Resource Certification Institute for 12 general credit hours toward SPHR recertification or 12 credit hours toward PHR certification.

BEHAVIORAL INTERVIEWING STRATEGIES

CHECK BOXES	AND FILL IN	THE BLANKS
Are you a member of DALLASHR?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Check the correct box below		
March 26-27, 2014 two day program	<input type="checkbox"/> Member rate \$600	<input type="checkbox"/> Non-member rate \$800
March 26 - day one only	<input type="checkbox"/> Member rate \$300	<input type="checkbox"/> Non-member rate \$500
March 27 - day two only	<input type="checkbox"/> Member rate \$300	<input type="checkbox"/> Non-member rate \$500
Method of Payment	<input type="checkbox"/> Check Enclosed	Check # _____
	<input type="checkbox"/> Am Ex	Card number _____
	<input type="checkbox"/> Visa	Card number _____
	<input type="checkbox"/> MasterCard	Card number _____
		Expiration Date _____
I authorize DALLASHR to charge my card for the session(s) selected above	Enter Amount \$ _____	
Name as it appears on card	_____	_____
Signature	_____	_____

HOW TO REGISTER

- ◆ Questions? Call 214-631-8775 or email info@dallashr.org
- ◆ Complete this form or register online at www.dallashr.org
- ◆ Mail your check to DALLASHR, 4100 Spring Valley Road, Ste. 300, Dallas, TX 75244
- ◆ or fax the completed form with credit card authorization to 214-631-4533