Behavioral Job Interviewing: Hire the Best Course (Self-Paced)

Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/behavioral-job-interviewing-hire-the-best-course-self-paced

support@graduateschool.edu •
(888) 744-4723

Course Outline

Module 1: Interview Purpose and Objectives

- Identify the major purposes of the employment interview and its role in the hiring process.
- Explain the organizational costs and consequences associated with poor hiring decisions.
- Discuss the advantages and limitations of employment interviews within the federal selection process.
- Recognize the typical steps in the federal hiring process and the preparation required to conduct an effective interview.

Module 2: Behavior-Based Interviews

- Identify the key elements of a behavior-based interview and how it differs from traditional interview approaches.
- Explain how past behavior can be used to assess future job performance.
- Develop behavior-based interview questions designed to evaluate job-related competencies.
- Practice using probing and follow-up questions to obtain complete and relevant candidate responses.

Module 3: Creating a Scoring Mechanism

- Develop an interview scoring mechanism to evaluate candidate responses consistently and objectively.
- Use job analysis concepts to identify the competencies, knowledge, skills, and abilities needed for a position.
- Create rating scales and behavioral anchors that distinguish levels of candidate performance.
- Apply standardized scoring criteria to support fair and defensible hiring decisions.

Module 4: Planning, Conducting the Interview, and Assessing Candidates

- Plan and organize a structured interview using behavior-based interview techniques.
- Conduct interviews using consistent questions, effective note-taking practices, and a structured format.
- Assess candidate responses against established rating scales and job-related criteria.
- Recognize common rating errors, bias risks, and inappropriate interview practices that can affect interview validity.

Optional Module 5: Training Interviewers

- Explain the importance of interviewer training to support consistency, fairness, and merit-based hiring decisions.
- Identify best practices for preparing interviewers to use behavior-based interview techniques and scoring systems.
- Discuss strategies for improving interview reliability and reducing bias through structured interviewer training.