BEHAVIORAL BASED INTERVIEW (STAR & NLP)

18-19 NOV 2026 | 9.00AM - 5.00PM

MEFA TRAINING CENTER, PJ

Course Overview

This course equips participants with the knowledge and practical skills to confidently prepare for and excel in behavioral-based interviews by applying the STAR (Situation, Task, Action, Result) framework. Participants will learn how to organize experiences into clear, structured, and compelling responses that effectively demonstrate their competencies, achievements, problem-solving abilities, and alignment with organizational expectations.

The course also introduces selected Neuro-Linguistic Programming (NLP) communication techniques to strengthen confidence, rapport, self-awareness, and positive self-presentation during interviews. Through guided practice, realistic interview simulations, and constructive feedback, participants will enhance their communication effectiveness, manage interview anxiety, and deliver authentic, impactful responses that leave a strong and lasting impression on interviewers.

Who Should Attend

- All Department Leads
- HR Recruitment Team
- All HR Personnels
- Line Managers / Supervisors
- Talent Acquisition

Learning Outcomes

- Apply STAR interview framework
- Develop good probing techniques
- Interpret NLP communication cues
- Assess competencies objectively
- Improve selection decisions

Course Registration :

https://forms.office.com/r/Pvw6LRiSdQ

RM2,000*

(Price Inclusive of 8% SST)

HRDC Claimable*

adminmefa@mef.org.my

03-7498 7242 / 016 - 254 1844

Course Structure

Time	Agenda – Day 1
8.30am	Registration
9.00am	Course Introduction / Ice Breaking
9.30am	MODULE 1 : WHY BEHAVIORAL INTERVIEWING
10.50am	Coffee Break
11.00am	MODULE 2 : UNDERSTANDING COMPETENCIES
12.00pm	MODULE 3 : THE RECRUITMENT PROCESS
1.00pm	Lunch Break
2.00pm	Group Activities – Role Play
2.30pm	MODULE 4 : THE QUESTIONING - S.T.A.R METHOD
3.30pm	Tea Break
3.40pm	MODULE 5 : CONDUCT THE INTERVIEW
4.30pm	Q&A Session
5.00pm	Session End

Time	Agenda – Day 2
8.30am	Registration
9.00am	Course Introduction / Refresh Day 1 Training
9.30am	MODULE 6 : NLP FOUNDATIONS : APPLYING BEHAVIORAL INSIGHTS IN INTERVIEW
10.45am	Coffee Break
11.00am	MODULE 7 : DECODING BEHAVIOR : NLP TECHNIQUES FOR IDENTIFYING AND INTERPRETING CUES
1.00pm	Lunch Break
2.00pm	MODULE 8 : MASTERING QUESTIONING TECHNIQUES : ELICITING GENUINE RESPONSES WITH NLP
3.45pm	Tea Break
4.00pm	MODULE 9 : PRACTICAL NLP SKILLS FOR ASSESSING CANDIDATE – JOB ALIGNMNENT
4.45pm	Summary / Q&A Session
5.00pm	Session End

Trainer Profile



VIGNESH K V
(Snr Consultant)

A dynamic and result oriented trainer with 25 years of experience in a leadership position in the MNC & Hospitality industry. He carries wide experience & knowledge gained from working in various countries such as Singapore, Indonesia, Switzerland & UK. He articulates various managerial positions, project management, trainings & HR Skills in manufacturing and hospitality industries. Graduated from Universiti Kebangsaan Malaysia (B.Econs) and Post Graduate Hospitality Management (PGD) from HIM, Switzerland, he is also a Certified CIPP (AIBFM) & HRDC Certified.



CHONG WAN LING
(Snr Consultant)

A seasoned professional with more than 13 years of experience in higher education, specializing in academia and business development. Passionate about providing top-quality education, she holds certifications in Malaysian Sign Language and contributes to the Malaysia Deaf and Mute community. She is certified in Interior Design (Level 3) and Train the Trainer and excels in technical and vocational training. She has a proven track record in business development, successfully identifying growth opportunities and establishing new partnerships. Her strategic planning and collaborative approach have enhanced organizational market presence..

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