BEHAVIORAL BASED INTERVIEW (STAR & NLP)

11-12 March 2025 | 9.00AM – 5.00PM
MEFA TRAINING CENTER, PJ

Course Overview

As Supervisors are the linking pin between the Management and the lower-level workforce in the organization, the many expectations lie beyond just motivating and delegating jobs. On Productivity and efficiency levels, Supervisors are inclined to develop with management in ensuring the total job expectations are met and achieved. Supervising the day-to-day operations and focusing on minimizing wastage and utilizing the resources effectively is the goal of many operations.

In this program we focus on developing specific tools for Supervisors to use in handling their day-to-day job processes, by focusing on specific models that are applicable for the different situations

Who Should Attend

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

Learning Outcomes

- Have overall guideline in dealing with day-to-day Supervisory challenges
- Understanding specific functions and using certain models to assist in job executions
- To have a wider perspective in job planning and execution

Course Registration :

https://forms.office.com/r/uzp1LE5AGc

RM2,000*

(Price Inclusive of 8% SST)

HRDC Claimable*

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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

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..