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## Behavioral Based Interviewing: From Planning to Execution

December 3, 2008

Time: 1:00 pm ET (12:00 pm CT, 11:00 am MT, 10:00 am PT)

Live Teleconference - \$199 Live Teleconference & Archived CD Package - \$248

Length: 1 hour 30 minutes

### Benefits

This teleconference is adapted from the Competency Management Incorporated® award-winning behavioral-based interviewer training programs. You will gain practical information on how to build and conduct highly effective and legally defensible interviews. Topics cover the appropriate information you should be going after, how to obtain it and how to evaluate it in a standardized manner. You will have a sound understanding of how to create value-added and valid interviews for all levels and complexities of jobs within their organization. The interactive discussion will provide the opportunity to ensure you recognize true behavioral-based questions that link with your organization's mission and vision.

### Agenda

1:00 p.m. - 1:05 p.m.

#### I. Why Interview?

1:05 p.m. - 1:12 p.m.

#### II. Types and Styles of Interviews

1:12 p.m. - 1:20 p.m.

#### III. What to Ask - Determining Interview Content

1:20 p.m. - 1:28 p.m.

#### IV. What Not to Ask - A Brief Overview of Relevant Laws and Guidelines

1:28 p.m. - 1:38 p.m.

#### V. How Should You Ask? Developing Effective Questions

1:38 p.m. - 1:44 p.m.

## **VI. After You Ask - Taking Notes**

1:44 p.m. - 1:49 p.m.

## **VII. Follow-Up Questions - Getting the Information You Need**

1:49 p.m. - 1:57 p.m.

## **VIII. How Was That Answer? Developing Evaluation Criteria**

1:57 p.m. - 2:03 p.m.

## **IX. Evaluating the Candidate - Standardizing and Comparing Across Candidates**

2:03 p.m. - 2:10 p.m.

## **X. Common Rating and Other Interviewer Problems**

2:10 p.m. - 2:15 p.m.

## **XI. Review**

2:15 p.m. - 2:30 p.m.

## **XII. Questions and Answers**

### **Who Should Attend**

Human resource managers, personnel managers, recruiters, supervisors, business owners and managers, benefits and payroll professionals, accountants and attorneys

### **Faculty**

**Jeffrey W. Daum**, Ph.D., Competency Management Incorporated®

Jeffrey W. Daum, Ph.D., CEO of Competency Management Incorporated® ([www.cmihr.com](http://www.cmihr.com)), has been engaged in the practical application of behavioral science to business and organizations for more than 30 years. As a consultant, his emphasis has been on designing and implementing programs that endeavor to maximize the human resource side of running an organization. This includes focusing on competency-based recruiting, interviewing, testing and selection, promotion and assessment. He has consulted on site in 42 countries and to such diverse clients as Agouron Pharmaceuticals, American Association of Affirmative Action, Barnett Banks, Baxter, Bristol-Myers Squibb, California Public Utilities Commission, Circuit City, Consolidated Freightways, Duke Energy, Edgars Stores Limited, EDS, Empire Blue Cross-Blue Shield, Edison Electric Institute, General Motors, Florida State and Escambia County Governments, ITT, Industrial Management Association, JCPenney, Lucky Supermarkets, Massachusetts Association of Minority Law Enforcement Officers, Motorola, Memorial-Sloan Kettering Cancer Center, Nassau County Government, Raley's, Rent-A-Center, The Southwest Carpenters Training Fund, Syntex International (Roche Holding) Ltd., Taco Bell, The New York Hospital, United Parcel Service (UPS), Valeo, The U.S. Department of The Navy and Naval Aerospace Medical Research Laboratories.

Dr. Daum, a licensed psychologist, has a doctorate in social-industrial psychology from Louisiana State University, where he was a National Defense Education Act fellow. His undergraduate degree is from Miami University where he also majored in psychology. He has served on the

faculties of the University of West Florida, Polytechnic Institute of New York and at New York University's graduate psychology department. Dr. Daum also serves as an expert witness in cases relating to selection, placement, promotion, age discrimination, compensation and validation litigation. His writings have been published in lay magazines and professional journals on numerous topics, including competency models, effective interviewing techniques, equal employment opportunity, identification and selection of leaders, motivation and training effectiveness. Dr. Daum holds the copyright on a number of competency assessment instruments, 360-degree feedback tools, selection and promotion test batteries, video-based interviewing programs (both for interviewers and for interviewees) and several job interest survey instruments.

Dr. Daum is a member of the American Psychological Association and its Division 14, The Society for Industrial and Organizational Psychology, the International Association of Applied Psychology, the Metropolitan New York Association for Applied Psychology and Psi Chi, National Honor Society of Psychology. He has served for four years on the Interinstitutional Committee for Academic Research and Testing for the state of Florida. He serves on the SIOP Program Committee. Dr. Daum is a licensed psychologist, #6242, New York State. He can be reached at 702-505-4622.

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