

Live Webinar - Competency Based Interview Techniques

Course Duration: 3 hours

Maximum 10 delegates

About the Course

In the competitive and highly regulated insurance industry, it is crucial for organisations to run effective competency-based interviews to ensure they hire individuals with the right skills, behaviours, and attitudes that align with their strategic goals. This half-day training workshop on competency-based interview techniques is designed specifically for senior leaders, operational managers, HR professionals, and hiring managers within the insurance sector.

The workshop aims to enhance participants' ability to identify and evaluate key competencies critical to success in insurance roles, ensuring more effective and unbiased hiring decisions. By addressing common issues found in non-structured, non-competency-based interviews—such as inconsistency, bias, and lack of objectivity—this training provides a structured approach that ensures fairer, more reliable, and more predictive selection processes. Through a blend of theoretical insights and practical exercises, attendees will learn to develop structured interview guides, utilise the STAR method for eliciting detailed responses, and apply best practices in interviewing and evaluation to select the best candidates.

Course Objectives

- Understand the principles and importance of competency-based interviews
- Identify and define key competencies for roles within the insurance sector
- Develop competency-based interview questions using the STAR method
- Create structured interview guides tailored to specific roles
- Conduct effective competency-based interviews with confidence
- Apply techniques to evaluate interview responses accurately and fairly
- Avoid common biases and pitfalls in the hiring process
- Make informed and objective hiring decisions based on competencies