MERCURY

Advanced Interview Skills, Techniques, and Competency Assessment

26 – 30 April 2027
Cape Town (South Africa)



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Ref: 16337_1070430 **Date:** 26 – 30 April 2027 **Location:** Cape Town (South Africa) **Fees:** 5300 Euro

Introduction:

In today's highly competitive business environment, effective interviewing is critical to attracting and retaining the right talent. This Advanced Interview Skills, Techniques, and Competency Assessment course equips HR leaders and professionals with specialized expertise to navigate complex interview processes. The program focuses on advanced interview styles, the art of framing and evaluating competency-based questions, and professional interviewer skills aligned with global best practices.

Participants will explore both theoretical frameworks and practical techniques designed for senior HR leaders. The Advanced Interview Skills, Techniques, and Competency Assessment program also highlights strategies for minimizing bias, ensuring fairness, and strengthening hiring decisions. It ensures that hiring practices remain robust, evidence-based, and aligned with talent management strategies. Participants will master the ability to link interviews directly to organizational goals.

Targeted Groups:

This Advanced Interview Skills, Techniques, and Competency Assessment training targets professionals seeking specialized knowledge and skills:

- HR Managers are responsible for conducting structured interviews.
- Senior HR Managers are enhancing decision-making in hiring processes.
- HR Business Partners HRBP support line managers with interview strategies.
- Heads of HR and HR Directors overseeing advanced recruitment methods.
- Group HR Directors leading recruitment excellence in larger organizations.
- Chief Human Resources Officers CHROs align interviews with business strategy.
- Chief People Officers CPOs are driving organizational culture through talent acquisition.

Targeted Competencies:

Participants will gain the following competencies during the Advanced Interview Skills, Techniques, and Competency Assessment program:

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- Mastery of competency-based interview frameworks.
- Strong ability to design advanced interview questions.
- Enhanced analytical thinking in evaluating responses.
- Professional communication and probing skills.
- Knowledge of legal and ethical interview standards.
- Skills in reducing interviewer bias and subjectivity.
- Expertise in assessing cultural and organizational fit.
- Leadership in managing structured panel interviews.
- Decision-making using structured evaluation methods.
- Application of reflective and continuous learning practices.

Course Objectives:

Participants will achieve the following objectives by completing the Advanced Interview Skills, Techniques, and Competency Assessment course:

- Develop advanced knowledge of structured and unstructured interview techniques.
- Evaluate candidate competencies using evidence-based assessment frameworks.
- Design and apply competency-based questions aligned with organizational goals.
- Analyze interview outcomes to support data-driven talent decisions.
- Integrate behavioral and situational interviewing into hiring processes.
- Minimize unconscious bias through structured evaluation techniques.
- Enhance professional communication and interviewer credibility.
- Apply global best practices in executive-level recruitment interviews.
- Demonstrate the ability to assess cultural fit and organizational alignment.
- Interpret complex candidate responses for deeper behavioral insights.
- Implement legally compliant interview protocols across jurisdictions.
- Strengthen leadership influence through advanced interviewing skills.
- Establish measurable performance standards for interview effectiveness.
- Create strategies that connect interviews to organizational talent pipelines.
- Apply reflective practice to improve interviewing outcomes.
- Ensure consistency, fairness, and objectivity in all interview processes.

Studying Scenarios:

In this Advanced Interview Skills, Techniques, and Competency Assessment training, participants will develop their skills through the analysis of the following scenarios:

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- Conducting structured competency-based interviews for leadership roles.
- Designing behavioral interview questions for technical specialists.
- Managing cross-cultural interviews in multinational organizations.
- Handling difficult candidates with professionalism.
- Applying structured scoring to evaluate senior executive candidates.
- Avoiding Unconscious Bias in Diverse Talent Recruitment.
- Leading panel interviews with multiple stakeholders.
- Aligning interview outcomes with succession planning strategies.
- Addressing ethical dilemmas in high-stakes interviews.
- Linking interviews directly with talent acquisition metrics.

Course Content:

Unit 1: Advanced Interviewing Foundations:

- Introduction to advanced interview frameworks.
- Differentiating structured, semi-structured, and unstructured interviews.
- Exploring the role of competency-based assessments.
- Linking interviews to organizational talent strategies.
- Identifying challenges in high-level recruitment interviews.
- Importance of fairness, equity, and objectivity.
- Legal and ethical implications in interviewing practices.
- Establishing credibility and authority as an interviewer.
- Global trends in advanced interviewing methods.

Unit 2: Competency-Based Interviewing:

- Definition and application of competency-based frameworks.
- Structuring interviews to assess behavioral and technical skills.
- Developing high-impact competency-based questions.
- Analyzing candidate responses with STAR and CAR models.
- Identifying key indicators of competency alignment.
- Scoring systems for competency evaluation.
- Reducing bias with structured assessment tools.
- Competency mapping to organizational needs.
- Case examples of competency-based interviewing success.

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Unit 3: Professional Interviewer Skills:

- Developing strong questioning and probing techniques.
- Building rapport with senior-level candidates.
- Managing time effectively during interviews.
- Using listening skills for deeper behavioral insights.
- Handling evasive or challenging answers professionally.
- Balancing structured questioning with conversational flow.
- Leveraging non-verbal communication for accuracy.
- Strategies to ensure consistency across multiple interviews.
- Continuous improvement in interviewer performance.

Unit 4: Advanced Interview Styles and Strategies:

- Conducting panel interviews with multiple stakeholders.
- Applying situational and behavioral interview methods.
- Techniques for executive and C-suite level interviews.
- Managing interviews across diverse cultural backgrounds.
- Virtual and digital interviewing best practices.
- Advanced assessment for leadership potential.
- Integrating psychometric assessments with interviews.
- Using case studies and role-play in interview settings.
- Decision-making based on combined interview data.

Unit 5: Linking Interviewing to Organizational Excellence:

- Aligning interview results with talent pipelines.
- Ensuring interviews contribute to succession planning.
- Embedding diversity and inclusion in recruitment interviews.
- Measuring the effectiveness of interview processes.
- Using interview insights for workforce planning.
- Integrating interview feedback into performance management.
- Building organizational trust through transparent practices.
- Establishing a culture of evidence-based hiring.
- Continuous innovation in interview strategies.

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Final Insights & Key Takeaways:

This course equips participants with advanced strategies for conducting professional and competency-based interviews effectively. By applying structured frameworks, participants ensure objectivity, fairness, and alignment with organizational needs. The program equips HR leaders with evidence-based tools for strategic hiring. Graduates of this training will be capable of driving organizational excellence through professional interviewing practices.