

**MSS SUCCESS SPACES**

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COMPETENCY-BASED INTERVIEWING SKILLS TRAINING IN THE PHILIPPINES

Conducting Structured, Behavioral, and Competency-Based Interviews to Select the Right Talent Through Fair, Objective, and Evidence-Based Hiring Decisions
A Practical and Customizable Corporate Training Program by Making Strong Success (MSS) Corporation

TRAINING OVERVIEW

Recruiting and hiring the right people remain among the most important decisions any organization makes. Every hiring decision influences organizational performance, customer satisfaction, employee engagement, productivity, leadership capability, organizational culture, operational continuity, and long-term business success. Hiring the wrong person, on the other hand, may result in increased recruitment costs, higher turnover, reduced productivity, poor team dynamics, performance problems, disciplinary concerns, customer dissatisfaction, and significant financial losses.

Many organizations continue to rely on traditional interviews where hiring decisions are heavily influenced by first impressions, conversational ability, educational background, years of experience, or personal chemistry between the interviewer and applicant. While these factors may provide useful information, they do not consistently predict whether a candidate will successfully perform the job or demonstrate the competencies required for long-term success.

Research and professional recruitment practice have consistently shown that **past behavior is one of the strongest predictors of future workplace behavior**. Organizations therefore increasingly adopt **Competency-Based Interviewing, Behavioral Interviewing, and Structured Interviewing** techniques to improve the quality, fairness, objectivity, consistency, and predictive accuracy of hiring decisions.

A **Competency-Based Interview** focuses on identifying evidence that demonstrates whether a candidate possesses the competencies, knowledge, skills, attitudes, behaviors, and values required for successful job performance. Rather than asking hypothetical or opinion-based questions, interviewers ask candidates to describe actual situations they have experienced, the actions they personally took, the decisions they made, the challenges they encountered, and the results they achieved.

Similarly, **Behavioral Interviewing** uses carefully designed questions to explore how candidates handled real workplace situations in the past. Instead of asking "What would you do if...?", behavioral interviewing asks "Tell me about a time when..." because actual workplace experiences generally provide stronger evidence than hypothetical answers.

When properly designed and administered, competency-based and behavioral interviews help organizations:

- Improve hiring accuracy
- Reduce interviewer bias

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- Increase objectivity and consistency
- Assess job-related competencies
- Improve candidate evaluation
- Strengthen hiring decisions
- Support diversity, equity, and fairness
- Reduce employee turnover
- Improve quality of hire
- Strengthen talent acquisition
- Build high-performing teams
- Support succession planning

However, many interviewers receive little or no formal training on how to conduct competency-based interviews effectively. Common interviewing mistakes include asking leading questions, relying on intuition instead of evidence, accepting vague responses without probing further, evaluating candidates inconsistently, allowing unconscious bias to influence hiring decisions, confusing confidence with competence, and making decisions before the interview is completed.

These practices may result in inconsistent hiring decisions, poor candidate experiences, legal risks, and the selection of individuals who may not possess the competencies necessary for successful job performance. An effective **Competency-Based Interviewing Skills Training** goes beyond simply teaching interview questions. It develops interviewers who can identify job competencies, prepare structured interview guides, ask behavior-based questions, probe for meaningful evidence, evaluate responses objectively, minimize interviewer bias, document observations accurately, compare candidates consistently, and make evidence-based hiring recommendations.

This comprehensive **Competency-Based Interviewing Skills Training in the Philippines** equips Human Resource professionals, Talent Acquisition specialists, Recruitment Officers, Hiring Managers, Department Heads, Supervisors, Team Leaders, Business Owners, and interview panel members with the practical knowledge, interviewing techniques, questioning skills, evaluation methods, and decision-making tools needed to conduct structured, competency-based, and behavioral interviews that improve hiring quality and organizational performance.

Participants will learn how to identify critical job competencies, develop structured interview guides, construct competency-based and behavioral interview questions, apply behavioral probing techniques, recognize evidence of competencies, distinguish strong responses from weak responses, reduce interviewer bias, evaluate candidates fairly, document interview findings, and make more objective hiring recommendations.

This program is ideal for organizations searching online for:

- **Competency-Based Interviewing Skills Training in the Philippines**
- **Training on Competency-Based Interviewing Skills in the Philippines**
- **Behavioral Interviewing Skills Training in the Philippines**
- **Training on Behavioral Interviewing Skills in the Philippines**
- **Competency-Based and Behavioral Interviewing Skills Training in the Philippines**
- **Training on Competency-Based and Behavioral Interviewing Skills in the Philippines**

- Structured Interview Skills Training
- Recruitment Interview Skills Training
- Hiring Manager Interview Skills Training
- Interviewing Skills for Recruiters
- Behavioral Event Interview (BEI) Training
- Recruitment and Selection Interview Skills Training

Following the MSS **EnterTRAINment**® philosophy, participants actively engage in competency identification workshops, interview planning exercises, behavioral question-writing workshops, interview simulations, interviewer calibration activities, candidate evaluation exercises, probing practice sessions, interview documentation workshops, hiring decision case studies, and action-planning activities that enable immediate workplace application.

TRAINING GOAL

To develop competent, objective, and confident interviewers who can plan, conduct, evaluate, and document competency-based and behavioral interviews that improve hiring quality, strengthen talent acquisition, reduce interviewer bias, and support evidence-based employee selection decisions.

TRAINING OBJECTIVES

By the end of the training, participants will be able to:

1. Explain the principles and benefits of competency-based and behavioral interviewing.
2. Differentiate competency-based interviews from traditional interviews.
3. Explain the relationship between competencies, job performance, and hiring decisions.
4. Identify competencies required for different job positions.
5. Develop structured competency-based interview guides.
6. Write effective behavioral interview questions.
7. Apply behavioral probing techniques to obtain complete evidence.
8. Distinguish competency-based evidence from assumptions and opinions.
9. Recognize common interviewer biases and interviewing mistakes.
10. Evaluate candidates objectively using structured rating criteria.
11. Document interview findings accurately and consistently.
12. Compare candidates using evidence-based evaluation methods.
13. Improve interviewer confidence and professionalism.
14. Strengthen candidate experience during interviews.
15. Develop an action plan for improving interviewing practices within their organization.

FROM POINT A TO POINT B

Point A: Common Interviewing Challenges	Point B: Desired Interviewing Capability
Interviews rely primarily on intuition and first impressions.	Interviews follow structured, competency-based processes supported by objective evidence.
Different interviewers ask different questions.	Interviewers use standardized competency-based interview guides.
Questions are mostly hypothetical and conversational.	Questions explore actual workplace behaviors and demonstrated competencies.
Interviewers make decisions too early.	Hiring decisions are based on complete competency evidence gathered throughout the interview.
Candidate evaluations vary significantly among interviewers.	Interviewers apply consistent evaluation criteria and structured rating standards.
Interview documentation is inconsistent or incomplete.	Interview observations and ratings are documented clearly, objectively, and consistently.
Interview bias affects hiring decisions.	Interviewers recognize and minimize unconscious bias throughout the interview process.
Candidate responses are accepted at face value.	Interviewers use effective probing techniques to gather complete behavioral evidence.
Hiring recommendations are largely subjective.	Hiring recommendations are evidence-based, competency-focused, and professionally justified.
Interviews focus only on qualifications and experience.	Interviews assess competencies, behaviors, values, motivation, and job fit.

ORGANIZATIONAL BENEFITS

This **Competency-Based Interviewing Skills Training in the Philippines** helps organizations:

- Improve the quality of hiring decisions.
- Increase the consistency and fairness of interviews.
- Reduce interviewer bias and subjectivity.
- Strengthen competency-based recruitment practices.
- Improve candidate evaluation accuracy.
- Reduce costly hiring mistakes.
- Enhance collaboration among hiring managers and HR professionals.
- Improve candidate experience.
- Increase quality of hire.
- Strengthen talent acquisition and succession planning.
- Support competency-based human resource management.

- Build stronger, higher-performing teams.
- Improve employee retention through better hiring decisions.
- Promote professional, ethical, and evidence-based interviewing practices.
- Strengthen organizational confidence in recruitment and selection processes.

ONE-DAY COMPETENCY-BASED INTERVIEWING SKILLS TRAINING PROGRAM OUTLINE

Recommended Schedule: 8:00 AM–5:00 PM

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
8:00–10:00 AM	MODULE 1: FOUNDATIONS OF COMPETENCY-BASED AND BEHAVIORAL INTERVIEWING • The Role of Interviewing in Talent Acquisition ○ Why hiring decisions matter ○ Cost of poor hiring decisions ○ Characteristics of effective interviewers • Understanding Competency-Based Interviewing ○ What competencies are ○ Competencies versus qualifications ○ Why competencies predict performance • Understanding Behavioral Interviewing ○ Past behavior as a predictor of future performance ○ Behavioral vs. traditional interviews ○ Structured interviewing principles • Competencies Commonly Assessed During Interviews ○ Leadership ○ Communication ○ Teamwork ○ Customer orientation ○ Problem solving ○ Accountability ○ Adaptability	Interview Effectiveness Self-Assessment Participants assess their current interviewing practices and identify improvement opportunities. Competency Identification Workshop Teams identify critical competencies required for selected positions. Outputs: • Interview Skills Self-Assessment Profile • Job Competency Identification Matrix

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
10:00–10:15 AM	Morning Break	
10:15 AM–12:00 NN	MODULE 2: DEVELOPING COMPETENCY-BASED INTERVIEW QUESTIONS AND CONDUCTING EFFECTIVE INTERVIEWS • Preparing for the Interview ○ Understanding job requirements ○ Reviewing competency profiles ○ Preparing interview guides • Writing Competency-Based Interview Questions ○ Behavioral interview questions ○ Situational questions ○ Open-ended questions ○ Follow-up questions • Behavioral Probing Techniques ○ Clarifying responses ○ Exploring actions taken ○ Identifying actual contributions ○ Separating facts from assumptions • Conducting a Structured Interview ○ Opening the interview ○ Building rapport professionally ○ Managing interview flow ○ Closing the interview	Behavioral Question Development Workshop Participants develop competency-based interview questions for assigned positions. Behavioral Probing Practice Participants practice asking follow-up questions that uncover behavioral evidence. Outputs: • Structured Interview Guide • Competency-Based Question Bank
12:00–1:00 PM	Lunch Break	
1:00–3:00 PM	MODULE 3: EVALUATING CANDIDATES OBJECTIVELY AND MINIMIZING INTERVIEWER BIAS • Recognizing Interviewer Bias ○ Halo Effect ○ Horn Effect ○ First Impression Bias ○ Similar-to-Me Bias ○ Confirmation Bias ○ Leniency and Severity Bias • Evaluating Competencies Objectively	Interview Evaluation Simulation Participants observe simulated interviews and independently evaluate candidate responses. Interviewer Calibration Exercise Teams compare ratings and discuss evaluation consistency Outputs: • Candidate Evaluation Form • Interview Rating Calibration Guide

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	○ Evidence-based evaluation ○ Behavioral indicators ○ Rating scales ○ Interview documentation • Comparing Candidates Fairly ○ Using competency ratings ○ Avoiding assumptions ○ Recognizing patterns ○ Supporting hiring recommendations • Making Better Hiring Decisions ○ Competency fit ○ Organizational fit ○ Potential versus experience	• Hiring Recommendation Worksheet
3:00–3:15 PM	Afternoon Break	
3:15–5:00 PM	MODULE 4: MAKING BETTER HIRING DECISIONS THROUGH COMPETENCY-BASED INTERVIEWING • Integrating Interview Findings ○ Reviewing competency evidence ○ Identifying strengths ○ Identifying development concerns ○ Avoiding premature decisions • Conducting Panel Interviews ○ Role clarification ○ Standardizing evaluation ○ Consolidating observations • Candidate Experience ○ Professional communication ○ Respectful interviewing ○ Employer branding during interviews • Improving Organizational Interview Practices ○ Standardizing interview guides	Competency-Based Interview Role Play Participants conduct complete competency-based interviews while facilitators provide coaching and feedback. Interview Process Improvement Workshop Teams identify opportunities to improve their organization's interviewing practices. Final Outputs: • Competency-Based Interview Checklist • Departmental Interview Improvement Plan • Personal Interviewer Development Action Plan

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	- Continuous interviewer development - Action planning	

THE I.N.T.E.R.V.I.E.W.™ FRAMEWORK

The MSS Framework for Conducting Effective Competency-Based and Behavioral Interviews

To help organizations conduct more structured, objective, and evidence-based interviews, Making Strong Success (MSS) Corporation developed the **I.N.T.E.R.V.I.E.W.™ Framework**.

I – Identify Critical Job Competencies

Determine the competencies, behaviors, knowledge, skills, and attitudes required for successful job performance.

- Review job responsibilities
- Clarify success factors
- Align competencies with organizational values
- Define behavioral indicators
- Prioritize critical competencies

N – Narrow the Behavioral Evidence

Identify the observable workplace behaviors that demonstrate each competency.

- Translate competencies into behaviors
- Define positive and negative indicators
- Focus on observable actions
- Avoid personality judgments

T – Target Behavioral Questions

Develop structured interview questions that encourage candidates to describe actual workplace experiences.

- Prepare competency-based questions
- Use open-ended questioning
- Encourage detailed responses
- Avoid leading questions

E – Explore Through Probing

Use follow-up questions to uncover complete behavioral evidence.

- Clarify situations

- Explore actions taken
- Verify personal contributions
- Identify lessons learned

R – Recognize Competency Evidence

Distinguish factual evidence from assumptions or opinions.

- Listen actively
- Identify behavioral indicators
- Separate facts from interpretations
- Capture meaningful examples

V – Validate Objectively

Evaluate each response using consistent competency standards.

- Apply structured rating scales
- Compare responses against behavioral indicators
- Maintain consistency
- Minimize subjectivity

I – Identify Interview Bias

Recognize and minimize personal biases that may influence hiring decisions.

- Challenge first impressions
- Avoid halo and horn effects
- Recognize confirmation bias
- Evaluate evidence fairly

E – Evaluate Candidates Consistently

Compare candidates using standardized competency criteria rather than intuition.

- Review competency ratings
- Compare behavioral evidence
- Document observations
- Support hiring recommendations

W – Weigh the Overall Hiring Decision

Integrate all competency evidence before making the final recommendation.

- Consider organizational fit
- Evaluate long-term potential
- Balance strengths and development needs
- Make evidence-based hiring decisions

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COMPETENCY-BASED AND BEHAVIORAL INTERVIEWING TOPICS COVERED

Depending on the organization's recruitment process, hiring requirements, competency framework, and participant roles, this **Competency-Based Interviewing Skills Training in the Philippines** may cover the following topics:

1. Fundamentals of Competency-Based Interviewing
2. Fundamentals of Behavioral Interviewing
3. Structured Interviewing Principles
4. Recruitment and Selection Best Practices
5. Competency Frameworks
6. Job Competency Analysis
7. Behavioral Indicators
8. Interview Planning
9. Developing Interview Guides
10. Competency-Based Question Development
11. Behavioral Interview Question Development
12. Situational Interview Questions
13. Open-Ended Questioning Techniques
14. Behavioral Probing Techniques
15. Active Listening During Interviews
16. Candidate Observation Skills
17. Interview Documentation
18. Interview Rating Scales
19. Candidate Evaluation Methods
20. Interviewer Calibration
21. Interview Bias Recognition
22. Evidence-Based Hiring Decisions
23. Panel Interview Techniques
24. Candidate Experience Management
25. Interview Ethics and Confidentiality
26. Diversity, Equity, and Inclusion Considerations
27. Hiring Recommendation Preparation
28. Competency-Based Selection Decisions
29. Continuous Interviewer Development
30. Recruitment Process Improvement

COMMON INTERVIEWING MISTAKES COVERED

Participants learn how to recognize, prevent, and correct common interviewing mistakes that reduce hiring quality and increase recruitment risks.

The program discusses how to avoid:

1. Conducting interviews without understanding job competencies.
2. Asking different questions to different candidates without justification.
3. Relying primarily on first impressions.
4. Talking more than listening.
5. Asking leading questions.
6. Asking multiple questions at the same time.
7. Using hypothetical questions when behavioral evidence is needed.
8. Accepting vague answers without probing.
9. Confusing confidence with competence.
10. Assuming experience automatically predicts performance.
11. Overvaluing educational background without validating competency.
12. Allowing personal similarities to influence ratings.
13. Comparing candidates against one another instead of job requirements.
14. Making hiring decisions before the interview ends.
15. Ignoring behavioral evidence that contradicts first impressions.
16. Using inconsistent rating standards.
17. Failing to document interview observations.
18. Allowing panel members to influence one another prematurely.
19. Ignoring unconscious interviewer bias.
20. Rejecting candidates based on isolated weaknesses.
21. Overlooking organizational values and culture alignment.
22. Conducting unstructured interviews.
23. Evaluating personality instead of observable workplace behaviors.
24. Failing to prepare interview guides.
25. Hiring based on intuition rather than evidence.

SAMPLE INTERVIEW SITUATIONS

Throughout the workshop, participants analyze realistic recruitment and hiring situations commonly encountered by Human Resources professionals, hiring managers, supervisors, and interview panel members.

Sample interview situations include:

- Interviewing first-time job applicants.
- Interviewing experienced professionals.
- Hiring supervisory employees.

- Hiring managers and department heads.
- Conducting panel interviews.
- Assessing leadership competencies.
- Evaluating communication skills.
- Interviewing customer-facing employees.
- Interviewing technical specialists.
- Assessing teamwork competencies.
- Identifying problem-solving capability.
- Evaluating adaptability during organizational change.
- Assessing accountability and ownership.
- Interviewing under time pressure.
- Handling candidates who dominate conversations.
- Managing nervous candidates.
- Probing incomplete responses.
- Comparing multiple qualified applicants.
- Resolving interviewer disagreements during panel evaluations.
- Preparing evidence-based hiring recommendations.

Interview simulations may be customized according to the organization's industry, organizational structure, competency framework, recruitment process, and target positions.

TRAINING METHODS

Consistent with the MSS **EnterTRAINment®** philosophy, this **Competency-Based Interviewing Skills Training in the Philippines** minimizes lecture-based instruction and emphasizes experiential learning, workplace simulation, practical application, structured practice, and facilitator coaching.

Training methodologies may include:

- Interactive Facilitator-Led Discussions
- Interview Skills Self-Assessments
- Competency Identification Workshops
- Behavioral Question Development Exercises
- Structured Interview Planning Workshops
- Interview Simulations
- Candidate Role Plays
- Behavioral Probing Practice
- Interview Evaluation Exercises
- Interview Rating Calibration Activities
- Hiring Decision Workshops
- Panel Interview Simulations
- Group Discussions
- Case Study Analysis
- Facilitator Coaching and Feedback

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- Reflection Activities
- Action Planning Workshops

TARGET PARTICIPANTS

This **Competency-Based Interviewing Skills Training in the Philippines** is suitable for:

- Human Resource Directors
- Human Resource Managers
- Human Resource Officers
- Recruitment Managers
- Recruitment Officers
- Talent Acquisition Specialists
- Talent Acquisition Managers
- Human Resource Business Partners
- Learning and Development Professionals
- Organizational Development Specialists
- Department Heads
- Division Heads
- Operations Managers
- Functional Managers
- Supervisors
- Team Leaders
- Project Managers
- Business Owners
- Company Executives
- Interview Panel Members
- Internal Recruiters
- Hiring Managers
- Employees involved in recruitment and employee selection

The program may be customized for Human Resources teams, hiring managers, executive interview panels, or mixed recruitment groups.

EXPECTED PARTICIPANT OUTPUTS

Participants complete practical workplace outputs that can immediately support recruitment and hiring activities.

1. Job Competency Identification Matrix

Including:

- Critical job competencies
- Behavioral indicators

- Priority competencies
- Interview focus areas

2. Competency-Based Interview Guide

Containing:

- Interview sequence
- Competency-based questions
- Behavioral questions
- Follow-up probes
- Closing questions

3. Behavioral Interview Question Bank

Including:

- Leadership questions
- Communication questions
- Customer service questions
- Teamwork questions
- Problem-solving questions
- Accountability questions
- Adaptability questions

4. Candidate Evaluation Form

Containing:

- Competency ratings
- Behavioral observations
- Supporting evidence
- Overall evaluation
- Hiring recommendation

5. Interview Bias Prevention Checklist

Helping interviewers recognize and minimize unconscious bias before, during, and after interviews.

6. Interview Process Improvement Plan

Identifying:

- Current interviewing strengths
- Improvement opportunities
- Standardization initiatives
- Action priorities
- Responsible persons
- Implementation timeline

DELIVERY OPTIONS

This **Competency-Based Interviewing Skills Training in the Philippines** may be delivered as:

- Face-to-face in-house training
- Live virtual instructor-led training
- Hybrid training
- Public seminar
- Recruitment Academy
- Hiring Manager Workshop
- Interview Skills Certification Workshop
- Human Resource Development Program
- Leadership Interview Workshop
- Recruitment and Selection Development Program

Organizations seeking to redesign their recruitment process may combine this program with competency framework development, recruitment process review, interview guide development, interviewer certification, and recruitment consulting.

RECOMMENDED CUSTOMIZATION INPUTS

The client organization may provide anonymized and non-confidential information regarding:

- Job descriptions
- Competency framework
- Recruitment process
- Interview guides
- Candidate evaluation forms
- Recruitment policies
- Hiring challenges
- High-turnover positions
- Leadership competency models
- Organizational values
- Employer branding priorities
- Recruitment KPIs
- Industry-specific competency requirements

Personally identifiable applicant information, interview recordings, confidential applicant records, psychological assessments, and other sensitive personal information are **not required**.

IMPORTANT PROFESSIONAL BOUNDARY

This **Competency-Based Interviewing Skills Training in the Philippines** is an educational and organizational development intervention designed to strengthen structured interviewing, competency assessment, and evidence-based hiring practices.

The program does **not** constitute:

- Psychological testing
- Clinical assessment
- Personality certification
- Employment certification
- Legal hiring advice
- Equal employment law interpretation
- Formal assessor certification
- Recruitment audit
- Government compliance certification

Organizations making employment decisions should continue to comply with applicable Philippine labor laws, anti-discrimination requirements, internal recruitment policies, and organizational governance standards.

FREQUENTLY ASKED QUESTIONS (FAQs)

What is Competency-Based Interviewing?

Competency-Based Interviewing is a structured interview approach that evaluates whether a candidate has demonstrated the knowledge, skills, behaviors, attitudes, and competencies required for successful job performance. Instead of relying on opinions or hypothetical answers, interviewers ask candidates to describe actual workplace experiences that demonstrate specific competencies relevant to the position.

What is Behavioral Interviewing?

Behavioral Interviewing is an interviewing technique based on the principle that past behavior is one of the best predictors of future performance. Candidates are asked to describe real situations they have encountered, the actions they personally took, and the results they achieved. Interviewers then evaluate these responses against predefined competencies and behavioral indicators.

What is the difference between Competency-Based Interviewing and Behavioral Interviewing?

Although the terms are often used interchangeably, they are not exactly the same.

Competency-Based Interviewing focuses on assessing whether a candidate possesses the competencies required for the position, while Behavioral Interviewing is one of the primary techniques used to gather evidence of those competencies by exploring actual past workplace behaviors.

Behavioral interviewing therefore serves as an effective method within a competency-based interview process.

What are the advantages of Competency-Based Interviewing?

Organizations that implement competency-based interviews often experience:

- Better hiring decisions
- Improved quality of hire
- Reduced interviewer bias
- More objective candidate evaluations
- Increased consistency across interviewers
- Better prediction of future job performance
- Stronger alignment between hiring decisions and organizational competencies
- Improved employee retention
- Better candidate experience
- More defensible hiring decisions

Who should attend this training?

This program is recommended for:

- Human Resource Professionals
- Talent Acquisition Teams
- Recruitment Officers
- Hiring Managers
- Department Heads
- Supervisors
- Team Leaders
- Business Owners
- Company Executives
- Interview Panel Members
- Internal Recruiters
- Anyone responsible for interviewing job applicants

Do participants need recruitment experience before attending?

No.

The program may be customized for both experienced interviewers and first-time hiring managers. Fundamental concepts are discussed before progressing to more advanced interviewing techniques.

Does the training include interview role plays?

Yes.

Participants actively practice:

- Preparing competency-based interviews
- Asking behavioral interview questions
- Conducting structured interviews
- Applying probing techniques
- Evaluating candidate responses
- Documenting interview findings
- Making hiring recommendations

The emphasis is on practical application rather than lecture alone.

Can the training be customized to our organization's competency framework?

Yes.

MSS Corporation customizes the workshop using the client's:

- Competency framework
- Leadership competencies
- Organizational values
- Job descriptions
- Recruitment process
- Interview forms
- Evaluation templates
- Industry requirements
- Hiring challenges
- Target positions

This makes the learning immediately relevant and easier to implement.

Can MSS Corporation help us redesign our interview process?

Yes.

Beyond training, MSS Corporation may also provide consulting services covering:

- Competency Framework Development
- Interview Guide Development
- Structured Interview Design
- Recruitment Process Review
- Candidate Evaluation Forms
- Interview Rating Systems

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- Recruitment Process Improvement
- Hiring Manager Coaching
- Interviewer Certification
- Recruitment and Selection Consulting

Does this training comply with Philippine employment practices?

Yes.

The program promotes fair, objective, competency-based, evidence-driven interviewing practices consistent with sound Human Resource Management principles.

Organizations should continue to ensure compliance with applicable Philippine labor laws, anti-discrimination regulations, data privacy requirements, and their own internal recruitment policies when making employment decisions.

RELATED TRAINING PROGRAMS

Organizations seeking to strengthen recruitment, talent acquisition, leadership selection, and human resource management may also be interested in the following MSS programs:

- Recruitment and Selection Training
- Effective Hiring for Managers Training
- Interview Skills Training
- Behavioral Event Interview (BEI) Training
- Competency Framework Development Workshop
- Competency-Based Human Resource Management Training
- Talent Acquisition Training
- Talent Management Training
- Succession Planning Training
- Assessment Center Design Workshop
- Leadership Competency Development Training
- Performance Management Training
- Coaching and Mentoring Training
- Employee Onboarding and Orientation Training
- Human Resource Management Training
- Strategic Human Resource Management Training
- Performance Appraisal Training
- 360-Degree Feedback Training
- Leadership Development Program
- Management Development Program

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WHY CHOOSE MAKING STRONG SUCCESS (MSS) CORPORATION?

At **Making Strong Success (MSS) Corporation**, we believe that great organizations are built by hiring the right people—not merely the most impressive résumés. Effective interviewing requires more than experience or intuition; it demands a structured, competency-based, and evidence-driven approach that consistently identifies candidates who are most likely to succeed and contribute to organizational goals.

Unlike generic interview skills seminars that focus primarily on asking questions, our **Competency-Based Interviewing Skills Training in the Philippines** equips participants with the complete interviewing process—from competency identification and interview planning to behavioral questioning, effective probing, candidate evaluation, hiring recommendations, and continuous improvement of organizational interview practices.

Our proprietary **I.N.T.E.R.V.I.E.W.™ Framework** provides organizations with a practical and repeatable methodology for conducting structured, fair, objective, and competency-based interviews that improve hiring quality while reducing interviewer bias and subjectivity.

Consistent with the MSS **EnterTRAINment®** methodology, this program combines interactive discussions with hands-on workshops, interview simulations, competency-mapping exercises, behavioral question-writing activities, interviewer calibration sessions, role plays, case analyses, and facilitator coaching. Participants leave not only with enhanced interviewing knowledge but also with practical tools, interview guides, evaluation forms, and action plans that they can immediately implement within their organizations.

Every engagement is tailored to the client's industry, organizational culture, competency framework, recruitment process, leadership expectations, and hiring challenges. Whether your organization is refining its recruitment practices, strengthening interviewer capability, standardizing hiring decisions, or implementing a competency-based talent acquisition strategy, MSS Corporation partners with you to develop interviewers who can identify, evaluate, and select talent with greater confidence, consistency, and professionalism.

By investing in competency-based and behavioral interviewing capabilities, organizations can improve the quality of hire, strengthen talent acquisition, enhance employee retention, reduce costly hiring mistakes, and build high-performing teams that contribute to long-term organizational success.

With MSS, We Make Strong Success.