



# **Effective Interviewing Skills for Manager**

**September 11, 2013**  
**Hotel Armada, Petaling Jaya**

Organisations today want the best people to lead the organisation and achieve strategic objectives, expectations and plans. Good leaders, with the right skills, knowledge and attitude are imperative to achieve great success. This requires the right selection and hiring processes in meeting newer and higher expectations where Generation X and Y are getting more prevalent. Human capital is the most important and complicated resource but when wrong selection is made it becomes a big liability to the future of the organisation.

## **CONTENTS**

- ◆ Seeing the Big Picture of Cost, Time and Resources
- ◆ Exploring Competence-Based Interviews
- ◆ Communication Skills of Accentuating, Body Language Probing, Listening and Tone
- ◆ Conducting the Interview Effectively Via S.T.A.R. Approach
- ◆ Understand Options Available such as Assessment Centre and Panel interview
- ◆ Understanding the Generation Diversity and Gender Challenge
- ◆ Interviewer's Common Mistakes
- ◆ What Top Firms Like GE (USA) Does
- ◆ Using the Evaluation Form and Distinguish Negotiable and Non-Negotiable Items
- ◆ Why Criteria such as Leadership, Past Record, Communication Set the Benchmark
- ◆ Speed, Integrity, Validation and How to Write Summaries

## OBJECTIVES

- ◆ Identify core non-negotiable competencies versus negotiable attributes in selection
- ◆ Understand the correlation and influence of company culture, mission, vision, company values to the interview process
- ◆ Identify the current versus competency-based interviews that are employed within the organisation
- ◆ Ensure the competency-based interviewing skills are used
- ◆ Understand the importance and different types of questioning and listening skills based on competency hiring
- ◆ Understand the uses of leveraging personality tests e.g. Myers-Briggs Type Indicator in hiring

## WHO SHOULD ATTEND

Human Resource Managers, Heads of Department and those who want to improve their performance appraisal system.

## FACILITATOR

**Mr Harban Singh** has been trained by the GE Management School of training and was one of the key trainers in Malaysia under the Jack Welch initiative of "Work-Out RESTRUCTURING" exercise. He traveled widely in all five continents and conducted training in SE Asia as well as several presentations including in Jakarta, Bangkok, Beijing and New Delhi. He is well-versed with the dynamic HR expectations, and equipped with the necessary HR competencies, having worked with international World Class Fortune 500 firms that included General Electric (USA), Cadbury and Danone (now Kraft), as the Head of HR Department with profound local labour laws knowledge and application. He is a Qualified CTP (Certified Training Professional) Trainer, Interaction Management Trainer, NLP holder and also GE Supervisory Skills Modeling Facilitator. Doing consulting and training for all industries since 2004, where before this Harban was the Head of Human Resource department for several world class organizations, where he first started his training stint in 1986. He has directly been involved in three different strategic plans for 3 organisations. He holds an MBA in Training and Human Resource Development Newport University, USA. His specialty areas include Human Resource, Change Management, Performance Management, Talent Management, Managerial Excellence and General Management topics.

## ADMINISTRATIVE DETAILS

Dates : **September 11, 2013**

Time : 9.00 am – 5.00 pm

Venue: Hotel Armada, Petaling Jaya  
Lorong Utara C  
Section 52, 46200 Petaling Jaya  
Selangor Darul Ehsan

Fees :  
FMM Members – RM700 per participant  
Non Members – RM900 per participant  
*(Fees include course materials, Certificate of Attendance, lunch and refreshments)*

**Enjoy 5% discount for registration of two (2) and 10% discount for registration of three (3) or more participants from the same organisation and of the same billing source.**

**SBI Scheme**

Registration is on a first-come first-served basis. Cheques made in favour of the "**FMM Institute**" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

*All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.*

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

For further enquiries, please contact:



Pn Fatahiyah/Ms Josephine/Ms Anitha

**FMM Institute**

Tel: 03-62867200

Fax: 03-62776712

Visit us at [www.fmm.edu.my](http://www.fmm.edu.my)

# REGISTRATION FORM

## Effective Interviewing Skills for Managers

September 11, 2013 (Wednesday)

Hotel Armada, Petaling Jaya

**The Manager**  
**FMM Institute**  
Tel: 03-62867200  
Fax: 03-62776712

Please tick (✓) accordingly:  
PSMB Scheme:  SBL  Non Contributor  
Required vegetarian meal:  Yes  No

Dear Sir/Madam,  
Please register the following participant(s) for the above programme.  
(To be completed in **BLOCK LETTERS**)

1. **Name** **Designation** **E-mail**

**Nationality** **IC No.**

2. **Name** **Designation** **E-mail**

**Nationality** **IC No.**

3. **Name** **Designation** **E-mail**

**Nationality** **IC No.**

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. \_\_\_\_\_ for RM \_\_\_\_\_

being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Date: \_\_\_\_\_

FMM Membership No.: \_\_\_\_\_ My Corporate Identity No.: \_\_\_\_\_