

Structured behavioural interviews

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The interview is *the* most popular and widely used selection procedure. Unfortunately, recruiters' confidence in the traditional interview is not always matched by the effectiveness of the technique. The solution is the structured behavioural interview which ensures both dependability and professionalism, along with predictive accuracy similar to those of selection tests and scored application forms.

A well-designed structured behavioural interview has all-round benefits: interviewers have all the information they need to make an objective decision; candidates feel they have been treated fairly and professionally; the organisation benefits from appearing professional, thorough and robust in selecting its people.

Before designing a structured behavioural interview, CGR consultants will work with you to define the role to be filled and all the skills, knowledge and attributes necessary to do the job well. We can then design an interview process that will get sound evidence of the person's ability to fill the role.

The scope of our interview design service covers:

- design of a clearly defined set of selection criteria
- creation of structured behavioural questions designed to elicit sound evidence - not what the candidate wants you to hear
- design of user-friendly interview forms
- design of robust scoring systems which ensure assessment against competencies and not just the interviewer's gut feeling
- training of interviewers in the skills of structured behavioural interviewing
- training of interviewers in making objective, competency-based decisions
- advice on how to fit structured behavioural interviews into the wider selection process
- design of timetables and processes for high volume interviewing

Like our other services, CGR's structured behavioural interviews are not 'off the shelf'. We design the interview process to assess the specific competencies required for a specific role.

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