

Friday, January 10, 2014
Meeting Time from 9:00 to 12:00
Paradee Building Dover, Delaware
COST: F R E E !!!



“Competency Based Interviewing – More than a Gut Feeling!”

Competency/behavioral-based interviewing works on the premise that actual past behavior is an excellent indicator of future behavior. Interviewers phrase questions, so the candidate tells about actual work experiences, versus hypothetical situations (what did you do versus what would you do) or situations unrelated to the skills needed for the specific job (where do you want to be in 10 years; what are your weaknesses). Although this workshop focuses on the hiring interview process, the skills work well whenever you need to gather information, such as coaching, performance feedback, customer/client interviews, and fact-finding situations. This workshop will familiarize you with the process, put a few more tools in your interviewing tool chest, and give you a chance to practice.

ABOUT DONNA FORREST

Donna Forrest has over 23 years of service in Delaware state government. She has been part of the Delaware Office of Workers' Compensation since February, 2004, and has been the Medical Component Manager since the inception of the DE Workers' Compensation Health Care Payment System (HCPS) on May 23, 2008. Ms. Forrest helps educate stakeholders in the complexities of the HCPS. In 2005, she worked with the Department of Labor's training administrator to develop recurring DOL specific training for new supervisors, which included competency/behavioral-based interviewing. In 2009, Ms. Forrest graduated Suma Cum Laude from Wesley College with a Bachelor's degree in Business Administration. Prior to her state service, Ms. Forrest successfully worked for 12 ½ years in Kmart Corporation's Management Program. She has been a hiring manager for most of her career.