

Interviewing Techniques training - 1 day

An interview is a life-changing experience for both interviewees and interviewers!

This Interviewing Techniques course helps you to ensure that you get good people to help take your organisation's image, style, and efficiency further forward. It can be expensive to recruit new members of your team; and even more expensive if you recruit the wrong people! We look at:

- the job description;
- writing a person specification;
- accepting or rejecting applications and CVs;
- being clear about whom you wish to interview;
- both competency-based and behavioural skills interviewing techniques;
- how to make effective final selection of candidates.

Interviewing Techniques Training Course Objectives:-

At the end of the course delegates will be able to demonstrate a better understanding of how to:

- Work with a person specification
- Recognise a credible C.V.
- Understand the importance of interviewing effectively
- Understand the styles of selection interviewing
- Identify the key criteria for the job
- Work with company interview forms and check sheets
- Understand the concepts of group interviewing
- Use good questioning techniques
- Understand the benefits and skills of effective listening
- Understand how to make and select the best candidate
- Build rapport with candidates in order to gain relevant information about their background and experiences
- Recognise behaviour, type and temperament traits
- Have greater confidence in their ability control the interview
- Be aware of interviewing, selection, recruitment issues relating to fairness, race, sexual orientation, ethnic background and religion

Interviewing Techniques Training Course Content

- Introductions, Course Objectives and Ice Breaker
- Designing your selection process
- An Interview is a "Life changing experience"
- What sort of person are you looking for?
- Relating The Person Specification to the Job Description
- The Person Specification
- Evaluating C.V's application forms and covering letters.
- Behavioural interviewing skills
- Look for specific situations, innovations and solutions to problems selecting your team that will make a difference!
- Note taking
- Handling questions from the candidate
- Time and meeting management
- Sample of information required – How do you find out?
 - How can you check if a person is a good communicator?
 - How can you check if a person would make a good team leader or manager?
 - How can you check if the person is good with figures and money?
 - How can you check if the person would be good with customers (internal and external)?

- Competency based interviewing
- Observing
- Summarising
- Effective Interviewing Skills
 - How can you check if the person is a "team player"
 - How can you check if the person is creative and an ideas person?
 - How can you check if the person is trustworthy?
 - How can you check if the person is a good time keeper?
 - How can you see if the person is good at prioritising and managing their time?
 - How can you check if the person can work on their initiative and are self motivated?
- How can you check if the person is a good organiser?
- Understanding the concepts of group interviewing
- How would you recognise specific personality traits and behaviour in group interactions?
- Room layout
- Effective listening
- Controlling the Interview
- What not to do in Interviews
- Questioning Techniques
- What style and methods of questioning will you use?
- Writing comments on Interview Forms
- Factual
- Defendable
- Unbiased
- Unambiguous
- The Selection!