

Interview Skills

Learning Objectives

Businesses and managers are increasingly being judged on the quality of their people. This 1 day course covers interviewing techniques and is designed for people who are involved with, or are responsible for, hiring, appraising and developing the very best people.

Benefits:

Gain the techniques to maximise your success in hiring the "Right" person. Learn the benefit of the discipline of not hiring the "Least Worst" person. Use the appraisal as a positive tool. Gain the confidence of handling a range of face-to-face situations.

Pre-Requisites

This course is designed for anyone within an organisation, who deals with interviewing potential new recruits, and appraising existing staff, such as human resources, sales, supervisory and managerial staff.

Topics:

Recruitment & Selection

- ✚ Getting it right first time
- ✚ Recruitment & selection model
- ✚ Systematic recruitment
- ✚ Preparation (Paperwork and Person File)

The Interview Process

- ✚ Interview Structure
- ✚ Interview Plan
- ✚ Five Point Plan
- ✚ Tests
- ✚ Techniques
- ✚ Tips
- ✚ Courtesies
- ✚ Conclusions

Appraisal Interviewing

- ✚ Preparation
- ✚ Conducting the Interview
- ✚ Agreeing a plan of action
- ✚ Appraisal Points
- ✚ Summary and action plan

Exercises

- ✚ Interviewing problems
- ✚ Listening Skills
- ✚ Recognising body language (Exercise)
- ✚ Body Language
- ✚ Communication barriers

Addenda

- ✚ Making proposals
- ✚ Responding to proposals
- ✚ Managing counselling

Confronting

- ✚ Typical faults of interviewers
- ✚ Interviewing criteria
- ✚ The "paperwork"