

Practical Interview and Selection Skills

Target Audience: All managers involved in employee interview and selection processes; also for roles responsible for selecting long term suppliers.

Key Learning Outcomes

- Increase your confidence and competence as an interviewer.
- Adopt a structured approach to interviewing.
- Improve your skills in listening, questioning and rapport building.
- Utilise best practice interviewing techniques to gather accurate information, interpret information and make quality decisions.
- Develop your skills to select the most appropriate candidates for your organisation

Course Delivery

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Role plays
- ✓ Technique Application Practice
- ✓ Film clips
- ✓ Personal action planning

Course Outline

MORNING SESSION

Introduction

- Types of Interviews
- Stages within the Interview Process
- Stages of an Interview Session

Finding the Interview Candidates

- Writing a Job Spec and Person Spec
- Drawing up a Short List and Inviting Candidates to the Interview
- How to Communicate with Candidates Prior to the Interview

Planning the Interview

- Interpreting the Resume / CV
- Establishing Objectives
- Planning the Questions – background, experience, job-specific, behavioural
- Avoiding Discrimination
- Department and Organisation Cultural Fit
- Creating a Comfortable Environment for Interviewing

AFTERNOON SESSION

Marketing Your Company

- Managing First Impressions
- Being Clear on the Marketing Message

Carrying Out the Interview

- Rapport Building with the Candidate
- Questioning Techniques
- Reading Body Language and Tells
- Reflective Listening and Probing for Facts
- Managing Difficult Candidates and Situations
- Note-taking without Distracting the Interviewee

Post Interview

- Updating your Notes
- Assessing the Evidence
- Making your Decision
- Giving Feedback

Keys to Success

- Interviewing Do's and Don'ts
- Personal Action Planning

Pre-Course Work: Completion of Pre-Course Questionnaire and *Motivation Self Assessment*

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 9

Maximum: 12

Minimum: 2