

INTERVIEWING SKILLS AND TECHNIQUES

Course Outline:

Interview Preparation

- Learn how to develop a well-planned interview essential for successful candidate selection.
- Learn to develop job specifications and personal qualities critical to the open position.
- Develop targeted foolproof interview questions.

Conducting the Interview

- Master the art of conducting an effective interview.
- Develop a format to follow during the interview to keep you on track and increase your efficiency.
- Learn what information you should be giving out during an interview.
- Become skilled at probing and obtaining “deep dive” information during the interview utilizing a behavioral interviewing approach.

Legal and Illegal Questions

- Learn which questions are legal and illegal to ask during an interview.
- Expand your knowledge by reviewing the legalities of interviewing and receive a rich resource section to use for future reference.

Evaluation and Selection

- Increase your ability to evaluate and select the best job candidate.
- Learn techniques to conduct more complete reference checks.
- Increase your ability to analyze if the applicant is qualified to do the job and whether they are the right fit for you, your department and the company.

You Will Learn

- How to plan and conduct a logical, structured interview.
- To increase your effectiveness by learning an interview model and format to use each time you interview.
- To become skilled at probing and obtaining more truthful information and less prepared answers.
- To sharpen your interviewing skills with hands-on practice during the program.
- Different hiring techniques with an in-depth study of the behavioral approach to interviewing.
- To define job requirements and specifications to match your company, function and open position.
- The right questions to ask by learning how to develop effective targeted questions to identify the best qualified candidate.
- How to safely and correctly handle sensitive areas that will keep you out of “hot water”.

Who Should Attend

Managers, supervisors, team members or human resources professional responsible for interviewing and selecting employees. This program is designed for those who would like to learn how to hire more effectively to meet changing business needs.

Course Overview:

Employers continuously face the challenge of hiring the “right” employees. It is important to hire the best people who can produce the results you need. By using methods and techniques taught in this course, participants will develop an increased success rate in selecting the best candidate for the job; that match the skills, competencies, and environment for the hiring manager, their department, and the company.

This hands-on interactive program is a straightforward, practical, and direct approach to interviewing. Participants will review all of the critical elements throughout the entire interviewing process specifically related and customized to include your position or leadership competencies to include:

- Determining what the job really is
- Designing specific job specifications
- Defining applicant requirements
- Determining the most effective questions to ask
- Assessing the best applicant for each job

This program is unique in that it allows participants to bring with them any current openings they may have and use them as the foundation for learning skills throughout the course. This approach has proven to be extremely effective, as it allows participants to use real, live, on the job “data” throughout their learning experience.

At the end of the course, using this approach, participants will have an interview packet they can use immediately to interview their next candidate.

Upon completion of this program, participants will be skilled in conducting an effective employment interview and better able to improve the quality of their hiring decisions.