

Interview Skills



Introduction

Effective interviewing is key to an organisation's success. Whether it be conducting an informal review, an appraisal or recruitment interview it is important to get it right. This course will provide the opportunity for delegates to practice the skills of researching, preparing and conducting effective interviews.

Who should attend

Anyone who conducts interviews within his or her organisation.

Duration

2 days

Course Outline

What is an Interview

- ◆ Planning and preparing
- ◆ Listening and observing
- ◆ Questioning and probing
- ◆ Assessment and decision making

Selection Interview

- ◆ Selecting and implementing a process
- ◆ Assessing curriculum vitae
- ◆ Arranging interviews
- ◆ Interview strategy
- ◆ Evaluating candidates
- ◆ Great all purpose interview questions
- ◆ Controlling an interview
- ◆ Using tests
- ◆ Analysing an interview
- ◆ Making a shortlist
- ◆ Second interviews
- ◆ Making an offer
- ◆ Unsuccessful applicants

Communication

- ◆ Establishing rapport
- ◆ Gestures and facial expressions
- ◆ Posture and movement
- ◆ Proxemics
- ◆ Eye contact
- ◆ Active questioning and listening skills
- ◆ Reading body language

Appraisal Interview

- ◆ The value of performance appraisals
- ◆ Appraisal forms
- ◆ Preparing for an appraisal interview
- ◆ Interview structure
- ◆ Following up the appraisal interview

Disciplinary Interview

- ◆ Preparation
- ◆ Procedure
- ◆ Action

Counselling Interview

- ◆ Whose problem is it anyway
- ◆ The first stage of the interview
- ◆ Establishing trust
- ◆ Identifying the problem
- ◆ Follow up

Grievance Interview

- ◆ Preparation
- ◆ Clarification
- ◆ Reaching a solution
- ◆ Recording events

Course Summary

How to Book

You can choose from the following options:

- ◆ Call our TRAINING CENTRE on 01189 778562
- ◆ Email us at our specially designated TRAINING CENTRE address:

info@mass-trainingcentre.com

