

Interviewing Techniques

½ day
Course

'The perfect match without compromise.'

Business Scenario

The success of any Trust relies on the quality of its people. How do you choose them? Successful selection depends on a professional and effective interviewer. While there is an increasing range of selection techniques, the interview itself retains the essential role in the selection process.

Who will Benefit?

Managers, team leaders, supervisors and anyone who is required to conduct external or internal selection interviews.

Course Objectives

By the end of the course you will be able to:

- Plan, prepare and structure an interview (4 part structure)
- Use a KSF linked job description and person specification to aid selection (to identify competencies)
- Demonstrate competency based questioning and effective listening techniques for accurate assessment (understand the 8 main forms of question, the two that are good and why the other 6 are poor)
- Build rapport to create the conditions for open communication (using verbal, facial, tone and body mirroring skills, as well strong opening question techniques)
- Assess information, remain objective and focus on making the right decision (create a scoring framework to enable numerically rated and objective decisions instead of subjective 'gut feelings')

Course Content

Determining the framework

- The interview in the context of a selection process
- The purpose of the interview
- Using a KSF linked job and person specification
- Making criteria-based decisions

Essential communication skills

- Creating the right environment
- Identifying appropriate questions to elicit quality information
- Using the 'communication cycle'
- Words, tone and body language
- Active listening skills

Creating the interview structure

- Introducing and outlining the interview process
- The stages of interviews
- Clarifying objectives through each stage of the interview
- Keeping structured interview notes

Conducting an interview

- Practising interview techniques
- Answering interviewee questions
- Giving feedback
- Closing the interview effectively

Course Features

The course is highly practical and interactive with discussions, case studies and exercises designed to explore the issues and enhance skills. You will be given the opportunity to prepare for an interview by determining a framework of criteria that will be used in a mock interview.