

2 – DAY INTERVIEWING SKILLS AND INVESTIGATION TECHNIQUES



Introduction

Most managers think they are good at interviewing. But it is not easy to do well. Researchers have shown, over and over again, that interviewers fail in their task because they make up their minds too early, fail to collect all the relevant information or don't evaluate systematically what has emerged from the interview.

Furthermore, interviewers rarely get evidence that any of their rejected candidates would have been a better choice. So- unless the person they do appoint turns out to be obviously incompetent-they are rarely prompted even to reflect on their mistakes.

Nevertheless, interviews continue to be the most common method of selecting new staff. So it is worth thinking about how to avoid the major pitfalls.

Course Objectives

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

- Look their part in an interview
- Gauge candidates through work history, training and qualifications and competence
- List questions on self- assessment, personality, achievements, strengths and weaknesses, perceptions and leisure
- Identify the candidates management style, motivation and the values of the candidates
- Use scenarios to find out whether the candidates will fit the job
- Evaluate the candidates based on their credentials
- Discover which of the candidates live up to expectations and which one of them best meets the job's requirements
- Allow candidates find out about the job and the organization and to decide whether they really want to work with the organization
- Leave candidates with a favourable impression of the organization and feeling none the worse about themselves as a result of the interview.

Methodology

- Role-plays
- Self-assessment exercises
- Case-studies
- Simulation games in relations to the topics discussed

Who Should Attend?

- Supervisors

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Course Outline

MODULE 1: ESSENTIAL REQUIREMENT FOR AN INTERVIEW

- The job description
- The employee specification
- Application form
- List of general questions

MODULE 2: THE INTERVIEW STRUCTURE

- Opening the interview
- Ways of putting candidates at ease
- Main points to mention about the job description and the organization
- Drawing out the candidate's career biography- past, present and future

MODULE 3: SIGNS INDICATING LISTENING IS TAKING PLACE

- Establishing Eye- contact
- Ways to look interested during the interview
- Importance of one-or two-word note
- Essential listening noises
- Techniques in repeating key points

MODULE 4: QUESTIONING TECHNIQUES

- Open questions
- Closed questions
- Questions to avoid
- Controlling the interview

MODULE 5: EVALUATING THE INTERVIEW

- Evaluating each candidate
- Evaluating the interviewing

MODULE 6: PUTTING THE CANDIDATES AT EASE

- Presenting themselves well
- Meeting and greeting with ease
- Establishing relationships
- Opening moves

MODULE 7: QUESTIONS ON WHAT HAVE THEY DONE SO FAR?

- Work history and experience
- Training and qualifications
- Competence

MODULE 8: QUESTIONS ON WHO ARE THEY?

- Self-assessment
- Personality
- Achievements
- Strengths and weaknesses
- Perceptions
- Leisure

MODULE 9: WHAT IS YOUR MANAGEMENT STYLE?

- Theoretical understanding
- Examples of good practice

MODULE 10: WHAT MOTIVATES YOU?

- Your driving forces



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MODULE 11: QUESTIONS ON WILL THEY FIT THE JOB?

- Scenarios
- Length of stay
- How much are they worth?
- How does this role fit?
- How do they fit?

MODULE 12: THE POST INTERVIEW PROCESS

- Considering the relative merits of each candidate
- Evaluating each candidate as a possible future employee
- Making a decision as to whom you should employ
- Communicating with all candidates to let them know whether or not their applications have been successful

MODULE 13: INVESTIGATION TECHNIQUES

- Background checking
- Dealing with Challenging situations from background checking
- Responding to Encouraging statements
- Responding to clients when they do not understand your questions
- How do you respond to clients who are not able to assist
- Clients misunderstood the questions
- Encouraging clients to share

MODULE 7: NETWORKING FOR INFORMATION SEEKING

- Making casual calls
- Assertively asking with regards to candidates
- Rapport with previous employers

