

## Interviewing Techniques

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 interview**.

By means of **role-play, discussion, practical exercises and formal input**, delegates will learn practical knowledge and skills in the appraisal process.

A feature of the course will be a comprehensive role-play so those delegates can practice the skills acquired in a safe environment.

### *Objectives*

Conduct Interviews effectively, using the documentation provided.

### *Audience*

This course is designed for **anyone who conducts interview internally or externally** within their organisation.

### *Duration*

This is **two-day Interviewing Techniques** course. The course starts at **09:30** and runs until **16:30**. **Alternate timings** can be arranged upon request. The course can be held on a **date that suits you**.

### *Location*

Our **Interviewing Techniques** course can be run at **our training venue** near **Liverpool Street (London)** or any preferred location in the **UK or Europe**.

# Interviewing Techniques 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 and 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

## Grievance Interview

Preparation

Reaching a solution

Recording events