

**DURATION:** A one day course

**SUITABLE FOR:** Anyone involved in interviewing and selection of new staff or internal promotions would benefit from this course. Ineffective recruitment processes and decisions are costly and therefore it is important that those involved are fully trained in how to get the most out of the interview.

This course provides invaluable tools and tips to ensure the interviewer is equipped with the knowledge and know-how to form a shortlist and appoint the right person. It also provides a robust framework to ensure legally compliant processes.

## COURSE OUTLINE:

### OBJECTIVES:

By the end of the course delegates will confidently be able to:

- Screen CVs and application forms
- Use a good interview structure including a strong set-up and conclusion
- Compile a good set of relevant competency and behavioural questions
- Prepare and execute effective interviews using the funnel technique.
- Objectively score the candidates and make a fair selection.
- Make appropriate notes from the interview and comply with legal obligations relating to discrimination, including what they can and cannot ask candidates.

### PROGRAMME:

#### Introduction & workshop objectives

- Establish what you want to achieve

#### Characteristics of a good interviewer

- Skills required to get the best from your candidate

#### The job description

- Job requirements
- Person requirements
- Personal qualities

#### The selection process

- Advertising the vacancy
- Screening applications
- Organising the interviews

#### Conducting the interview

- Building rapport
- The funnel technique
- Questioning and controlling
- Listening to gain understanding

#### Handling difficult interviewees

- Talking too much
- Not talking enough
- Evading the question

#### Scenarios

- An opportunity for interviewing practise

#### Making your decision

- Keeping a record
- Evaluating information
- Checking your own judgements

#### Action planning

- Review and summarise
- Commit to action for the future

