



Interview Skills Masterclass course outline

This practical and engaging Interviewing masterclass will enable your delegates to get the most out of interviews through asking the right questions, building a complete picture of the strengths and concerns associated with each candidate and making effective decisions.

Effective interviews reduce the amount of time spent managing under-performing staff, dealing with high turnover and conducting further recruitment sessions. By increasing the power of your delegates' interviewing skills they will free up more time for the activities that really make a difference to the way they lead their teams and achieve objectives.

1. Introduction and background to structured interviewing

- How and why a structured interview works
- Your responsibilities as an interviewer

2. Interviewing hazards

- Typical errors and how to avoid personal biases and prejudice
- The impact of legislation on selection

3. Interviewing skills 1

- Structuring an interview
- Building rapport with candidates and asking the right questions

4. Using an interview guide

- Probing relevant criteria

5. Interviewing skills 2

- Active listening
- Gathering evidence and evaluating candidates' responses

6. Interviewing skills 3

- Probing concerns and testing strengths
- Spotting impression management – are they fibbing?

7. Two-way selection

- Building a relationship with candidates
- Communicating the Business and its values to candidates
- Responding to candidates' questions

8. Decision-making

- Integrating the interview within the recruitment process
- Avoiding bad decisions