

Interview Skills

Course Objectives

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

- ◆ state the key legal points that impact upon the interview process;
- ◆ use a person specification to structure an interview;
- ◆ use interview questioning technique to run a successful interview;
- ◆ use their interpersonal communication to help the interview process;
- ◆ work effectively as an interview panel;
- ◆ assess and score candidates in order to choose the best person;
- ◆ make fair and lawful selection decisions;
- ◆ keep relevant information on file should a decision be challenged.

Course Programme

09.15 Welcome and coffee

09.30 Introductions and objectives

The recruitment and selection process - an overview
Legal background

Using the Person Specification
Structure of the Interview
Questioning technique
Interview pitfalls and how to overcome them

Interpersonal skills and body language
Working as an interview panel

Lunch

Interview preparation
Interview practice, observation and feedback

Assessing candidates and making decisions
Notes and record keeping
Making the Appointment decision

1630 Course review and action points
Evaluation and close