Training Program Description

The interview still remains one of the main methods for collecting information within the organization. However in most organizations, very little effective interviewing skills training are provided to employees. This training course is designed to introduce and develop effective interviewing skills within participants within a number of real applied settings. Through the trainer’s expertise and practical knowledge, you will be able to define the key concepts associated with interviewing skills and you will be able to:

- Understand the importance of the interview to the organization
- Identify the main types of interviews that are employed within the organization
- Detail and be able to implement an effective Interview Process
- Understand the importance and different types of questioning and listening skills
- Identify and be able to avoid biases in interviewing
- Implement four main types of interviews:
  - Recruitment
  - Performance Appraisal
  - Counseling
  - Grievance/Discipline

This Training Program is Designed for

Team Leaders, Managers, Supervisors, HRD Professionals, Directors and anyone who has to recruit as part of their job.

The Learning Model

The trainer uses up-to-date training techniques and a variety of training methods, to give all participants the best opportunities for learning, including:

- Class Session
- Group Discussions
- Simulations exercises
- Case studies and Problem Solving Exercises
- Individual assignments
- Templates and tools
Course Duration

14 Training Hours

Training Program Outline

Interviewing Skills and The Organization
- What is an Interview
- Main Types of Interviews
- The Interview Process

Questioning and Listening Skills

Biases in Selection
- Expectancy Effect
- Primacy Effect
- Information Seeking Bias
- Contrast and Quota Effect
- Stereotyping

The Counseling Interview
- Factual Interchange
- Opinion Interchange
- Joint Problem Solving
- Decision Making
The Recruitment Interview
■ Mutual Preview
■ Assessment
■ Negotiation

The Performance Appraisal Interview
■ Goal Setting
■ Training
■ Dissatisfaction
■ Discipline
■ Reorganizing
■ Management
■ Outside Agencies

The Grievance/Discipline Interview
■ Key Things To Remember
■ Corrective Action
HR Pulse has the Learning Solutions to Empower Your People & Grow Your Business