



MJM Business Solutions Limited

Management Training and Consulting

INTERVIEWING SKILLS

3 Days

Executive Summary

The ability to recruit the right people effectively is vital in business today. Are you confident your managers have the skills and knowledge needed? We all know how demanding and challenging the responsibilities of recruitment can be. In today's competitive market, recruitment presents an ongoing challenge for organisations. Attracting and selecting the right candidates is fundamental to an organisation's future success.

Do you regularly find your organisation panic recruiting? Is your staff turnover higher than it should be or are your operations at risk because you can't find the right staff or keep recruiting the wrong ones? An inadequate recruitment and selection process can do more damage to your business than almost any other factor. The cost of the wrong recruitment decision is expensive both in terms of time and money.

Recruiting new staff and management isn't about taking on someone who 'interviews well'. It's about seeing how they will fit in with the team and the organisation as well as identifying the skills, knowledge and experience they can bring. It's also about getting the right person who, will not only fill the gap but, will develop and enhance that job role in the future.

This interactive course will help your people develop high level interviewing skills using competency based questions and has been specifically designed to address the challenges of the interview situation and increase the chance of making the right selection decision first time

Is this seminar for me?

This three day programme has been specifically designed for those who have little or no experience of recruiting, interviewing or selecting employees and for those who have some experience but little or no formal training in this area. This workshop will benefit all those who are required to interview potential employees or existing employees as part of their personnel or line management responsibilities .

You be introduced to a structured approach and will give you the tools needed to take back to the workplace The level of practical involvement provides a chance to experiment and develop new approaches in a positive and constructive atmosphere

The interview is frequently perceived simply as a selection device but it is in fact a vital management tool used on a daily basis by managers. Selection, appraisal, counselling, discipline and exit interviews all provide opportunities to develop a more productive and constructive employment relationship.

Learning methods used

Instructor led facilitation. This seminar is designed to be highly practical, interactive, hands on and fun. The event will be a mix of exercises, pair work and small group discussion. In addition to sharing ideas, tools and tips delegates will receive work books with comprehensive notes.

Detailed Seminar Outline

Day 1

Introduction and Welcome

Background

Experiences of Interviewing

- Positive
- Negative

What is the purpose of the Interview?

Recruitment and selection issues

The legal framework

- key laws and regulations
- Current legislation

Preparation

Selection methodology

- Defining and creating
 - a job purpose,
 - a job description
 - a person specification
 - clearly define required competencies
 - essential and desirable skills
- What are the most reliable methods for selecting the right applicant
- Make short lists work for you

Detailed Seminar Outline

Day 2

1

The Selection interview

- Purpose

Interview format

- Preparing for the interview
- Build a relaxed atmosphere to improve communication
- Stages of an interview
- Conducting the interview

Interview Structure

Beginning

- Introduction
- Timescales
- Note Taking
- Explain Structure
- Create Right Atmosphere
- Questions

Middle

- Explaining the Role
- Talk through the CV and job Application
- Question and Answer session

End

- Candidates Questions
- Timescales
- Next Steps

Detailed Seminar Outline

Day 3

Effective Communication Skills

- Building rapport and relaxing the candidate
- Questioning
- Listening
- Clarifying
- Practice sessions within the group

Interview question techniques

- How to prepare competency-based questions and situational questions. How each of these questions can be used
- Using "open" and "closed" questions

Competency Based Questions

- Advantages and Disadvantages
- Structured approach
- Clear Objectives
- Seeking information
- Probing for evidence
- Recording responses
- Evidence not impression
- An effective use of time.

Assessing the evidence

- The importance of summarising and checking information
- Avoid the 'halo' and 'horns' effect
- Making the hiring decision

Selling your organisation

- How to impress candidates that meet your requirements

Action Planning

- Plan and discuss what they will do on the return to work

Methodology

Our programme is designed to be highly practical, understandable, hands on and fun We will be using case studies and scenarios. In addition to giving ideas, principles and theories we will give delegates methods, tools, tips, techniques and strategies that will allow them to raise their understanding about all aspects of interviewing

You will learn

During the three day programme, you will learn the techniques and build the skills that will allow you to:

- Understand Recruitment and selection issues
- To refine your job profiles to enable more targeted searches
- Consider the importance of sound preparation for the interview.
- Bring structure and comprehensiveness to an interview
- Maximise professional credibility with the candidate
- Prepare effective questions and show excellent listening skills
- Open, run and close relaxed interviews
- Assess suitable candidates for the role
- Make an informed decisions to ensure the right person for the role
- Gain realistic examples from the candidate on the skills, knowledge and experience
- Making the hiring decision

By the end of the three days you will have a good understanding of recruitment, selection and interviewing techniques and how important they are. Our trainers bring with them a wealth of experience in the subject. Our approach is professional and relaxed to quickly build confidence, delivered by trainers who have consistently exceeded expectations in their own careers. We expect participants to be fully involved in the process, be enthusiastic and work hard to change their behaviours and to incorporate new learning.