

This **two-day** course is designed to provide delegates with an understanding of the purpose, value and objectives of selection interviews. In addition they will learn to utilise sound interviewing techniques to gather accurate information, interpret information and make decisions. The course can also be delivered as a one day course using fewer 'hands-on' activities and presenting an overview on selected options.

Audience

Those that are involved in the recruitment and selection process in any way.

Course Objectives

By the end of the course delegates will have gained skills in:

- How to find the right person first time through a structured and competency-based approach to interviewing
- Ensuring that job descriptions and person specifications are put together correctly for better recruitment
- The use of effective communication and questioning skills
- Developing rapport and overcoming belief structures
- Getting the best out of applicants

Course content

Recruitment Selection Issues

- Legislation
- Common Message
- Fair treatment
- Over reliance on qualifications and past experience

Selection System

- The steps
- Organising the recruitment process into a system
- Advantages
- Elements

Listening And Questioning

- Hearing versus listening
- Question types

Creating Positive Rapport

- Barriers to creating effective rapport
- Overcoming the barriers
- Use familiar, non-threatening topics
- Use appropriate, non-threatening question forms

Using Competencies

- Setting the components in context
- Putting competencies into context

The Interview Process

- Opening the interview
- Reviewing key background information
- Using planned behavioural questions

Interview Guides

- The advantages of using a guide
- The five step plan

Conducting The Interview

- Note taking
- Actively listening and observing
- Maintaining applicants self esteem
- Controlling the pace
- Gathering more/less detail
- Closing the Interview

Making The Decisions

- Personal styles
- The process
- Using a scoring system
- Making the choice
- What to do in a Tie Situation?

Other Issues

- Psychometric testing Pros and Cons
- Belbin Team Model
- reconceptions
- Unconscious leakage

