
Interviewing Skills

A one-day programme

It is crucial to any interview, especially job or career interviewing, that the interview has a proper structure. You have to consider the role specification and plan how you are going to structure and conduct the interview. Remember, if the organisation makes a mistake it is inconvenient, if the individual makes a mistake or you promoted them too soon, it is a disaster for that person. We guide you through the process and give you hints and tips on how to conduct good interviews. We give you an outline structure to the three interview processes that are the minimum number that should be undertaken when considering someone's next career move. After an interview, the interviewee should feel uplifted if successful, but challenged. If a person is unsuccessful, they should feel good about their involvement and go away with a determination to be successful next time. They should also have enjoyed the experience. After the process, we show you how to conduct an effective 'Post Analysis'.

Key elements of interviewing

Good interviewing requires very careful planning. A set of objectives is required together with a formal structure for the interview. The plan must include all background documentation and knowledge of the person that you are going to interview and a checklist of all the steps necessary before and after the interview. One important element that many people forget to consider adequately is the venue. The venue requires some careful consideration as it will set the tone of the discussion, so make sure it is pleasant. Remember that a business interview is not an adversarial contest; it is an interchange of information or knowledge transfer exercise. A good interview leaves both people with a sense of well being and achievement.

The programme enables participants to:

- Understand the theory of interview techniques
- Appreciate the position of the interviewee
- Be aware how your organisation has developed its culture
- Learn how to use interpersonal skills to obtain information
- Learn how to deal with difficult people more effectively
- Develop your own interview techniques

Learning outcomes:

People will learn how to understand other people's behaviour in interviews, and more importantly their own behaviour. They will have the opportunity to test the theory against their own experience and to test their own interview styles and techniques in role-play situations. People will then be able to blend their skills to the method and processes of interviewing techniques together allowing them to develop their own improved style.

Programme Agenda

Interviewing

Your worst interview
Interviewing attributes
Planning the interview
Define the objective of the interview.
Define the information you want.

The person to be interviewed

Research the background.
Establish areas of contention.
Preparing for the interview
The interview location

Getting things organised

Organising the administration
Brief others involved.
Rehearse the interview - 'Head to Head'.
Dress appropriately.

Conducting the interview

Interviews with more than one person
After the interview
Interviewing tips
Interview form

Typical delegates are:

Managers or specialists who are looking for ways to improve their techniques of interviewing other people For example, managers employing new staff or consultants interviewing people to obtain information.