
Project Interviewing Skills

A one day programme

Interviewing people, especially in a project management environment, requires a solid structure and you achieve this by allowing enough time to plan and prepare. You have to consider the role of the individual in the project and decide how you are going to conduct the interview. Good interviewing techniques revolve around how well you plan and structure the interview for each individual and how much you know about that individual. We guide you through the process and give you hints and tips on how to conduct good project interviews. We give you an outline structure to the interview process that should be undertaken when building an understanding of the interviewees' position, from the point of view of their aims and objects. We show you how to improve the skills of questioning and listening. Remember the key to project interviewing is not only to gather information, but also to be able to assess any hidden agendas or undisclosed concerns that the interviewee has. After an interview the person being interviewed should feel comfortable and at ease. We show you how to achieve these results and we show you how to conduct an effective 'Post Analysis' of your interview.

Key elements of project interviewing

There are several different types of project interview in a project environment. Most interviews conducted by the project manager are concerned with aspects of managing and monitoring the progress of the project, at both a team and an individual's level. However, people make or break projects and a project manager will spend some of their time dealing with people issues. Therefore, the project manager will spend time interviewing people where the emphasis is on cementing relationships. For a team member, interviews mainly concern the gathering of information and establishing good relationships with clients.

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 you 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, allowing them to develop their own improved style.

Programme Agenda

Interviewing

Analysing your worst interview
Interviewing attributes
Planning the interview
What type of project interview is it
Define the objective of the interview
Define the information you want

Getting things organised

Organising the administration
Brief others involved
Rehearse the interview - 'Head to Head'
Taking care of the administration

Conducting the interview

Giving a good first impression
Explaining your needs effectively
Getting the information you want
Interviews with more than one person
Interviewing tips

Typical delegates are:

Project managers and team members whose project work brings them into contact with other people in an interview situation, such as managers recruiting team members or interviewing those people involved in the project's development and implementation.

The person to be interviewed

Research the background
Establish areas of contention
Dealing with someone who is against the aims of the project
Preparing for the interview
The interview location

Understanding behaviour

Recognising people's behaviour
Understanding people's apprehension
Dealing with apprehension
Putting people at ease

After the interview

Analysing the interview results
Giving feedback on your understanding
Ensuring no misinterpretations
Learning and growth