

## EFFECTIVE INTERVIEWING TECHNIQUES

### Introduction:

This programme helps to take the gamble out of the selection process and will create awareness and confidence in people who carry out interviews.

### Objective:

Delegates will gain key skills in effective questioning and listening techniques. They will be able to plan and deliver an effective interview on completion of this programme.

### Programme Synopsis:

- Writing a clear job description & person profile
- Questioning effectively
- Listening & Summarising
- Equal Opportunities & Legislation
- Interview preparation & structure
- The importance of documentation & recording
- Managing pace & time
- Building rapport
- Identifying candidate competencies
- Handling difficult candidates
- Selecting the right candidate
- Feedback for unsuccessful candidates
- Role play

**Duration:** One (1) Day

**Course Code:** TSCEIT

**Certification:** Training Solutions 2000