

TRAINING

INTERVIEW SKILLS for managers

Course Objectives

- Review and design job descriptions and job selection criteria.
- Design interview questions which relate to the job, tasks and duties.
- Learn how to probe and ask detailed interview questions to get the most from the candidate's experience.
- Control the interview process and make legally defensible selection decisions based on evidence and fact.
- Know and understand the difference between behavioural questions, competency questions and technical questions.

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Course Learnings and Outcomes

- Review job descriptions and design specific questions which relate to the job.
- Be confident in probing candidates on their answers.
- Control the interview process.
- Make legally defensible selection decisions which you can communicate to the candidate – giving open and transparent feedback on their interview.

Course Duration

- One Day Course (in person)

Course Topics

- Behavioural and Competency interview techniques.
- Analysing job requirements and setting selection criteria.
- Devise competency interview questions to focus on selection criteria.
- Understanding the 6Ps of marketing your company in an interview.
- Short list using weighted selection criteria.
- Note taking and candidate evaluation.
- Questioning techniques including the STAR questioning technique.
- Controlling the interview.

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