EverythingHR

THE A.R.T. OF INTERVIEWING

LEARNING FORMATS: CLASSROOM (onsite only)

Research shows that how an interviewer conducts interviews has a huge impact on an organization in terms of its reputation as an employer of choice and the quality of hires. However, the vast majority of resources on the topic are aimed only at the job seeker, while advice to interviewers is hard to find.

This course focuses learners on the responsibility of the interviewer to provide the job candidate with a quality experience and explores the consequences of interviewer behaviors. It raises learners' awareness of the important role that they play, and equips them with skills to run an effective interview that yields meaningful behavioral data.

DO YOU FACE ANY OF THESE ISSUES?

> Does your organization struggle to get all interviewers consistently conducting interviews with job candidates?

> Do your interviewers know the difference between good and bad interview questions, including what types of questions are inappropriate or even illegal?

> Do your interviewers know how to determine motivational fit—the difference between *can* do and *want-to*?

PERFORMANCE OBJECTIVES

Helps Individuals:

> Consistently interview job candidates.

> Ask thoughtful questions that yield valuable data every time.

> Leverage information from the interview to bring new hires up-to-speed quickly.

PRIMARY COMPETENCIES DEVELOPED

> Communication

> Building Trusting Relationships

SECONDARY COMPETENCIES DEVELOPED

> Selecting Talent

COURSE OVERVIEW

> **Workshop Opening:** Facilitator leads an activity that focuses learners on their past experiences—both positive and negative—as a job candidate. The group then discusses the benefits and key goals of the training.

> **The Applicant Experience:** Learners watch a video and follow up with a discussion about how the interviewer's behavior impacted the candidate. The facilitator introduces the importance of meeting personal and practical needs of the candidate and reviews skills for each.

> **Three Interview Derailers:** Facilitator reviews humorous examples of common interviewer questions and asks the learners to reveal strange things they've been asked in an interview. The facilitator then introduces 3 varieties of questions to avoid: future-oriented, brain-teasers, and illegal questions. The facilitator then covers the most effective type of interview question—the behavioral question.

> **Can-Do vs. Want-To:** Facilitator reads several motivational fit characteristics and has learners move to different places in the room depending on how they feel about that characteristic. Facilitator uses this as a basis for demonstrating motivational matches and mis-matches, explains how to seek motivational fit information, and clarifies how to weigh such information.

> **The A.R.T. of the Interview:** Trainer introduces the 3 steps to interview success: Ask behavioral questions, Require a STAR response, and Take notes. Learners learn to identify STAR responses as well as recognize false/partial STARs. They practice identifying STARs, and learn about using follow-up questions. They also learn the importance of taking notes during the interview.

> **Beyond the Interview:** Facilitator shows a video of two recent hires discussing their first weeks on the job, then leads a discussion about the importance of leveraging the interview data in on-boarding.

> **Summary and Close:** Working in groups, learners revisit the opening activity regarding positive and negative interview experiences, and report to the larger group what they've learned in the class to help them provide a positive interview experience for candidates.

VIDEO SEGMENT SUMMARIES

> An interviewer shows no concern for the applicant's feelings.

> Two candidates answer interview questions, but withhold the "whole story".

> Two recent hires discuss their first weeks on the job.

COURSE DETAILS

> **Target audience:** Non-leaders and leaders who may conduct an interview.

> **State-fundable:** Yes

> **Course length:** 4 Hours (onsite)

> **Facilitator Certification:** Certified facilitator required

> **Prerequisites:** None

> **Series:** Suitable for all environments

> **Optimal Group Size:** 8 to 16. 20 maximum.

> **Course Prep:** None

OTHER COURSES TO CONSIDER

> Essential Interviewing Skills (8 hour course)

> *Strong Start*®

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