



ESSENTIAL INTERVIEWING SKILLSSM

(BEHAVIORAL & COMPETENCY-BASED INTERVIEWING)

LEARNING FORMATS: CLASSROOM (ONSITE ONLY)

The best hiring decisions result in productive employees who enjoy their responsibilities and contribute to your organization's success. Hiring the wrong person for the job can be very costly in terms of time, money, resources, customer relations, productivity, and employee morale.

Interviewers make the best hiring decisions when they gather meaningful, job-related information from applicants. Each job has inherent, distinct responsibilities, so each job has a unique set of competencies-behaviors, knowledge, and motivations—that are needed to be successful in the job. The *Essential Interviewing SkillsSM* course teaches participants how to interview for the behaviors, knowledge, and motivations that are needed to be successful in a job.

PERFORMANCE OBJECTIVES

Essential Interviewing SkillsSM teaches participants competency-based interviewing.

They learn:

- > Common interviewing problems and implications.
- > How competencies define the requirements of a job.
- > How specific job competencies are the basis of focused interview questions.
- > How to gather and evaluate complete examples of applicant's past behavior related to the job's competencies.
- > How to conduct interviews in a way that makes a positive impression on the applicant.
- > Techniques to interview for motivational fit.
- > How to avoid legally inappropriate questioning.
- > How to write interview questions.

COURSE OVERVIEW

- > **Workshop Opening:** After introductions and administrative details are reviewed, participants discuss what they worry about when interviewing candidates. Common interviewing problems are also discussed.
- > **Competency-based Interviewing:** Competencies are described and linked to key behaviors/actions and to interview questions.
- > **STARs:** Participants learn to recognize and gather complete behavioral examples.
- > **The Interview Guide:** Participants are introduced to a sample interview guide and briefly guided through the sections.
- > **Taking Notes:** The importance of note-taking during the interview is described, and techniques are highlighted.
- > **Follow-up Questions:** Using video models and practice exercises, participants develop skills in following up to ensure that complete and useful information is gathered through questioning.
- > **Interviewing for Motivational Fit:** Participants learn questioning techniques to determine if the applicant's personal motivations fit those required for the job.
- > **The Applicant Experience:** Using video examples and activities, participants learn techniques for building rapport with applicants; managing the interview process in a professional way; creating a positive impression of the company; and engaging applicants in a way that helps to sell the job and company to desirable applicants.
- > **Legal Considerations in Interviewing:** Contains an exercise to determine legally acceptable questions that may be asked during the interview process.
- > **Skill Practice Interviews:** Participants conduct practice interviews among themselves to apply the skills they have learned in the workshop. Practice interviews include feedback.
- > **Evaluation Tips:** Participants learn and practice classifying behavioral examples into appropriate competencies, and the process for evaluating interview data is discussed.
- > **Writing Interview Questions:** Participants practice writing competency-based interview questions.
- > **Panel/Team Interviewing:** Optional discussion as applicable to learners.

COURSE ADVANTAGES

- > Allows participants to build essential behavioral interviewing skills like those used by the world's most admired and profitable organizations.
- > Helps your organization avoid the long-term cost implications of hiring the wrong person.
- > Helps you select people whose skills and motivations match specific job requirements.
- > Helps you meet legal guidelines for fair hiring practices.
- > Creates a positive impression of the organization on all candidates.

COURSE DETAILS

- > **Target audience:** Anyone involved in candidate screening and interviewing.
- > **State-fundable:** Yes (onsite)
- > **Course length:** 8 hours (onsite)
- > **Facilitator Certification:** Certified facilitator required.
- > **Prerequisites:** None
- > **Optimal Group Size:** 6 to 12. 24 maximum.
- > **Course Prep:** No.
- > **Notes:** Suitable for all environments.

DEVELOPMENT TIP: Can't commit to a full-day? Consider ART of Interviewing.