

Interview Skills for Interviewers

Course Code

SSBS013

Duration

1 Day

Format

Classroom | Virtual

Overview

Good communication and presentation skills are very often cited as the key differentiator when it comes to choosing the right person for the job. But of course, there are other things that you need to identify in an interview situation - like how does the interviewee react to a specific question, how the interviewer assesses the additional information uncovered through the interview and the various other procedures that allow an appropriate interview process.

This highly regarded and interactive 1 day workshop is tailored to help interviewers. It is an interactive workshop peppered with exercises and frameworks that will allow participants to apply the information covered to their specific situation. In addition, participants get the opportunity to put their newfound skills into practice in a learning environment.

Objectives

- By attending this course you'll ensure that you have the best chance possible of identifying the most suitable candidates for roles.
- Conduct an interview that is appropriate to your organization
- Identify warning signs during the interview process
- Construct interview questions that are appropriate and valid
- Focus on elements that are also important - nonverbal communication

Content

Wording of questions

- Open-ended rather than close-ended (Yes/No answers)
- Neutral and non-judgmental
- Clear - avoid jargon, clichés or buzzwords
- Avoid illegal questions

Check out for warning signs

- The candidate is big on adjectives but can't back them up
- Your questions take the candidate by surprise
- The candidate can't tell you the most crucial function of their current position
- The candidate has not done any research on your company

Conducting the interview

- Maintain a conversational tone
- Nod, smile, make eye contact

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- Don't show strong emotional reactions to interviewee's responses
- Don't pre-empt, don't interrupt, don't jump into fill in silences
- Focus on substance as well as style
- Harness your verbal and non-verbal communication skills
- Look for red flags - gaps in employment, reason for leaving etc.
- Invite interviewees to ask you questions
- Take notes during or immediately after the interview – don't rely on your memory
- Don't plan your next question while half-heartedly listening
- Don't be afraid to ask: "What do you mean, exactly?"