



Effective Interviewing Skills

The interview is a vehicle for the exchange of information between a job applicant and the interviewer regarding suitability for and interest in a job. It also provides the interviewer with a sample of an applicant's behaviour in a one-to-one interaction situation. Given the continued use and resurging importance of interviews, efforts must be made to ensure that they are both job-relevant and non-discriminatory.

Seminar Objectives:

To examine the role of interviews in the sequential selection process, and the components of an effective interview plan. Participants will discuss factors that affect interview outcomes, interview problems and errors, Human Rights concerns, and interview improvement methods.

Topics:

- ◆ The employment interview defined: overview of the role in the selection process
- ◆ Components and objectives of the interview plan
- ◆ Types of interviews in the sequential selection process
- ◆ Developing and monitoring the interview process
- ◆ Legal implications of interviewing: questions you can and cannot ask
- ◆ Planning for the interview: purpose, format, scoring, and interpreting
- ◆ How to read a résumé to glean job-pertinent information
- ◆ General topics to incorporate into the interview content
- ◆ Interview methods and their advantages/disadvantages
- ◆ Conducting the interview: creating an atmosphere conducive to discussion
- ◆ Establishing and maintaining rapport throughout the interview
- ◆ The importance of active listening and effective questioning practices
- ◆ The importance of clear, two-way communication for obtaining information
- ◆ The need for interviewer training to minimize each rater's errors
- ◆ Potential problems in interviewing and their solutions
- ◆ Note-taking skills for consistent, objective scoring
- ◆ Interpretation of interview data: facts, feelings, body language, and lies
- ◆ Evaluating the information against the competition
- ◆ Identifying critical success factors of behavioral interviewing
- ◆ Identifying unrealistic needs and the overqualified candidate
- ◆ Guidelines for improving the employment interview process
- ◆ Determining why employees complain after being hired and then quit
- ◆ Understanding motivation and surveying candidates for potential job reinforcers