

## Interviewing Techniques for Managers

### INTRODUCTION

This course provides a comprehensive overview of the interviewing process and looks at methods, techniques and cost/time factors involved. Participating in a highly practical course, you will practice role play interviews and consider different styles, techniques and approaches.

### COURSE OBJECTIVES

By the End of the course, delegates will have:

- Practiced different types of interview and identified their benefits.
- An improved ability to plan the process.
- Experimented with different types of questions to use in interviews.
- A Better ability to use scoring systems and methods of evaluating candidates.
- A better base from which to organise other interviewers in the process.
- More effective control of offer/candidate management.

**COURSE DURATION:** 1 Day Course

### COURSE CONTENTS

#### Types of Interview Process

The range of processes and their relative pros and cons  
Which techniques to use and why  
The role of testing and presentations in interviews  
Who should be involved?

#### Interview Selection Using Competencies

What are competencies?  
A simple competency model for interview scoring and notes  
Conferring with colleagues and evaluating selection decisions

#### The Interview Structure

What do you want to achieve at each stage  
Balancing the need for information exchange  
Motivations and their role in offer management  
Where to start and where to end  
Practical issues

#### Interview and Questioning Styles

The merits and uses of open, closed, loaded and probing questions  
Competency-based interviewing questions – how to use them  
Diversity and overcoming cultural differences in communication  
Difficult candidates – how to handle them  
Selling your company and the role at interview

#### Closing the Loop

Managing feedback directly and via agencies  
Making the offer – how and when

Personal Development Action Plan

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