

Selection Interviewing

INTRODUCTION

This participative and practical course with the utilisation of CCTV, tutorials and mock interviews, stimulates a constructive approach towards confident and positive interviews. A comprehensive set of course notes supporting this course, give guidance and assistance in the planning and execution of future selection interviews.

COURSE OBJECTIVES

By the end of the Course, delegates will have:

- **Recognised** the benefits in making sound selection decision.
- **Demonstrated** their understanding of Employment Legislation affecting the selection of staff.
- **Explored** the various methods of selection.
- **Practised** setting selection criteria as the first part of the decision making process.
- **Practised** listening and questioning skills and in particular the use of situational questions.
- **Examined** and used an effective decision making model.
- **Demonstrated** their ability to structure a selection interview.
- **Carried** out at least one observed interview using a relevant case study.

COURSE DURATION: 1 Day Course

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COURSE CONTENTS

Introduction to Recruitment

What is the recruitment process?
The risks of poor decisions
The limitation of the interview as a recruitment tool
Styles and types of interviews.

The Tools of Recruitment

The job description
The person profile (selection criteria)
The curriculum vitae
The interview report form

Planning the Interview

Sources of recruitment
Establishing the selection criteria
Deciding on the methods
Devising appropriate questions
Structuring the interview

The Skills of Interviewing

Building rapport
Verbal and non-verbal behaviour
Listening and questioning
Taking notes

The Psychology of the Interview

Prejudice, bias and the 'halo' effect
Maintaining objectivity

Making the Decision

Assessing the information
Using essential and desirable criteria
Recording the decision

Selection and the Law

Sex discrimination
Race relations
Rehabilitation of offenders
Disabled persons

Follow up Assessments & References

Contact with interviewees

Personal Action Plan

