

INTERVIEWING SKILLS

COURSE CONTENT OVERVIEW

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This Interviewing Skills online course has been designed to help managers improve their hiring process and become confident at developing job descriptions and writing job adverts, as well as helping all employees involved to comply with their legal responsibilities, understand how to write good interview questions and evaluate candidates.

The course initially outlines the learners legal responsibilities. It then details how to carry out an organisational analysis, write a job description and tailor job adverts. Finally, it covers how to develop insightful interview questions that will help you uncover a candidates traits, and teaches you how to evaluate these responses using an interview assessment template.

Module One: Introduction to Interviewing Skills

The first module of this course explains the legislation surrounding the recruitment process and the regulations everyone involved must comply with.

- The law
- The Equality Act 2010
- Types of discrimination
- How does this affect what I can ask?
- Positive action
- Safer recruitment
- Reasonable adjustments
- Data protection

Module Two: Preparations

This module details the various steps involved in creating a job description and provides a thorough explanation of the information it needs to contain.

- Costs of a bad hire
- Finding the right candidate
- Organisation analysis
- Job analysis
- Writing a job description

Module Three: Advertising the Position

This module explains the benefits and drawbacks of internally advertising positions, as well as how to adapt a job description for use on different platforms, including job sites and social media.

- Advertising methods
- Internally advertising a position
- Advertising on your website
- Advertising on job sites
- Social recruiting
- Language

Module Four: Preparing for Interviews

This module introduces the 3-3-3 exercises and teaches learners how to identify the shared traits of high performing employees. It also explains how to use this information to write behavioural interview questions that will reveal a candidate's personality.

- Screening responses
- Reasonable adjustments
- The questions
- Behavioural interview questions
- Questions related to the role
- Interviewing graduates
- Questions to avoid
- Planning for the interview

Module Five: Preparing Evaluation Criteria

This module explains the different types of unconscious bias and details how to use interview assessment templates to reduce bias during the interview process. It also provides sample answers to interview questions that will help learners understand how to score candidate's responses.

- Reducing interview bias
- Evaluating candidates
- Interview assessment templates
- Person specification criteria
- Your questions
- Weighting
- Scoring responses

Module Six: Interviewing and Evaluating Candidates

This module discusses basic interview etiquette, including elements such as body language, building rapport and dealing with challenging candidates. It also walks learners through the interview session from start to finish.

- Before candidates arrive
- As candidates arrive
- Introducing your culture
- The interview
- Textual analysis
- Body language
- Interviewing a difficult candidate
- Representing your company
- After the interview
- Evaluating candidates
- Extending an offer
- Rejecting a candidate

Aims of the Training

By the end of this course, you will:

- Understand the laws that apply to the interview process.
- Be able to write an effective and clear advert for your website, job sites and social media.
- Understand how to structure questions that find out the right kind of information.
- Recognise the importance of carrying out skills tests for all job roles.
- Recognise the importance of hiring for attitude.
- Understand how to evaluate candidates and make the right hiring decision.
- Understand how to extend an offer as well as politely reject the wrong people.