

COURSE CONTENT OVERVIEW

Interviewing Skills

This Interviewing Skills online course has been designed to help managers improve their hiring process and become confident at developing job descriptions, writing job adverts and conducting an effective interview. It will also help all employees involved in the hiring process to comply with their legal responsibilities, understand how to write good interview questions and evaluate candidates.

The course initially outlines the learner's legal responsibilities and the importance and benefits of identifying and mitigating unconscious bias and work discrimination throughout the hiring process. It then details how to carry out an organisational and job analysis, write a job description and tailor job adverts. Finally, it covers how to develop insightful interview questions that will help you uncover a candidate's traits, prepare for the interview itself and how to effectively evaluate candidates 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
- Genuine occupational requirement
- Positive action
- Reasonable adjustments
- Data protection

Module Two: Mitigating Bias and Embracing Diversity

This module details the importance and benefits of identifying and mitigating unconscious bias and workplace discrimination throughout your hiring process, so that talent is recognised and opportunities are available to all regardless of their background.

- Why is diversity important?
- What is unconscious bias?
- What is a disability?

Module Three: Laying Down The Foundation

This module will help the learner to understand how to define their needs, attract the right talent and efficiently narrow down the applicant pool.

- Organisational and job analysis
- Writing a job description
- Advertising methods
- Writing a job advert
- Screening and shortlisting

Module Four: Preparing For Interviews

This module begins by looking at potential reasonable adjustments you may need to consider when preparing candidates for interviews. It then introduces the 3-3-3 exercises, teaches learners how to identify the shared traits of high performing employees and how to use this information to develop behavioural interview questions. It also explains how to use this information to develop behavioural interview questions. Finally, it provides an overview of interview skills tests and how to start planning for the interview.

- Reasonable adjustments
- Interview questions
- Skills tests
- Planning for the interview

Module Five: Evaluation Criteria

This module recaps 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: Conducting The Interview

This module discusses basic interview etiquette, including elements such as body language, building rapport and dealing with challenging candidates.

- Before the interview
- Greeting candidates
- In-person interview
- Virtual interviews
- The interview
- Textual analysis
- Body language
- Interviewing a difficult candidate
- Interviewing candidates with disabilities
- Representing your company
- Closing the interview

Module Seven: Post Interview

This final module explains the final stages of the interview process, including candidate evaluation through a structured deliberation meeting, how to extend an offer and how to deliver rejection messages professionally and offer constructive feedback to those not selected.

- Candidate evaluation
- The deliberation meeting
- Extending an offer
- Feedback and rejection

Aims of the training

By the end of this course, you will:

- Understand the laws that apply to the interview process.
- Understand the importance and benefits of identifying and mitigating unconscious bias and workplace discrimination throughout the hiring process.
- Be able to write and understand the importance of writing effective job descriptions and job adverts.
- 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.
- 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.