

**“Conducting Professional Interview”
Training program
(English Material)**

Course Length: 12 Hours @ 3 days

Course Brief Description

This training program is a guide, for managers to use when conducting new hire and promotional interviews. It is structured such that managers will understand the process flow from the point of identifying the need for a position to completion of the hire/promotion package. The training program covers many of the critical elements for an effective and nondiscriminatory employment interview.

As a manager conducting an employment interview, your responsibility is to evaluate the qualifications of applicants and make employment selections on the basis of job related criteria only. In addition, the interview process must be conducted in accordance with legal requirements as outlined in this training program. Also, the training program will assist managers in applying nondiscriminatory techniques of selection interviewing and provide guidance to managers relative to interviewing practices that comply with the principles of Equal Employment Opportunity.

On the other hand, a job interview can be described as a mutual "exchange of information" because it provides the candidate with an opportunity to both gain information about the department and position, and to discuss his/her own skills, and career goals in relation to the job.

Course Objectives

At the end of this course you will be able to:

- Make a hiring decision by know how the candidate does the job, motivated to do better performance and fits in the organization.
- Interview preparation
- Ready for candidate questions
- Learn the illegal interview questions
- learn what to do after interviewing

Training method

This program contains at least four activities to apply all the objectives of the "Professional Interviews Technique" to a real practice and understanding. Consequently, Simulations technique will be used. This sort of training involves an employee being placed into a simulated situation (interviewer vs. applicant) of what may occur in real on-the-job situations. Techniques include: Case studies where trainees analyze a problem outlined in a report and offer solutions; role playing where simulated roles are acted out; and behavioral modeling where trainees observe proper work behavior and then role play it.

Course content

- Guide for the interview process
 - Purpose
 - Interviewer responsibilities
 - Goal
- The golden legal rule
- Before the interview (preparing for interview)
 - The screening and review process
 - Plan the interview
- During the interview

- Pre-employment inquires
- Candidate questions
- STAR response method
- Non-verbal interviewing skills and body language
- Phone interview (teleconference)
- Interview questions
 - Questions to learn how the applicant regards the current to past positions
 - Questions designed to probe how the applicant's relationships and interactions with other people are managed
 - Questions to explore aspirations
 - Questions to stimulate self-assessment
 - Questions to determine how the applicant would apply skills, experience and knowledge to the vacant position
- Interviewing technique
- After the interview
 - Status of interview
 - Reason for selection /non-selection
 - Interview thank-you letters
 - Interview follow up