



Interviewing Skills / highly structured Interviews

2-day training to improve the professionalism and effectiveness of your personnel selection process.

For leaders / business managers, HR managers, HR specialists, recruiters.

You will become acquainted with the basics of professional interviewing and a very effective questioning technique helping you gather relevant information about your candidates. Moreover, you will learn how to observe and interpret your candidates based on the way answers are given and based on their body language. And you will get to know your own observation pitfalls and see how to avoid them – for informed, objective and unerring hiring decisions. Practice and gain confidence!

Contents:

- Different selection methods and their relevance in recruitment
- Prerequisites of professional interviews
- The thought-out job profile as the basic requirement for effective recruitment and good hiring decision making
- Necessary information to be gathered about the candidates: Content and process data
- Learning and practicing an effective interviewing technique: competency-based, behaviour- and situation oriented, to gather real evidence about the skill set of your candidates
- Practicing the STAR and funnel technique, to dig deep in your interviews and discover the truth
- Recommendations to handle difficult interview situations
- Tips how to observe and interpret your candidates: way of answering / gestures / facial expressions / voice
- Own observation pitfalls, tips how to avoid them
- Recommendations for consistent hiring decision making
- Recruitment-relevant labour law (Germany)
- The selection process as a marketing tool: What are the USPs of the employer? How do you communicate what the employer has to offer in a persuading and consistent manner?

Methods:

- Presentations
- Individual and group exercises, group discussions
- Role-plays with feedback from peers
- Moderated exchange of practical experience
- Learning agreements as a reminder what key points to take away from the seminar and how to implement these in the daily life as a professional interviewer

Results:

- You understand the structure of effective interviews
- You are aware of the information necessary to draw informed conclusions about your candidates
- You know how to establish rapport and how to create a constructive interview setting
- You are experienced in the competency based, behaviour and situation oriented interviewing technique, and you know how to dig deep within the interview
- You are able to analyse and steer the way questions are being answered
- You are able to draw conclusions from your candidates' body language
- You are able to recognize and avoid your personal observation pitfalls in order to keep your conclusions as objective as possible
- You are aware of relevant labour law implications
- You are aware of the marketing function of an interview and know how to present your company in a professional, persuading and consistent manner.
- You have tools for professional and effective interviews which you can apply instantly

Your trainer:

Patrizia Kaiser, HR Manager with 15 years of practical experience throughout the employee life cycle, trainer & lecturer, MBA, BA (Hons)
Director at HR & Perspektiven

The frame of the seminar

- 2 days, in your company or an external location
- Contents / focal areas can be adapted to your needs
- 3-12 participants
- Price: 3.200 Euro (net) incl. handouts and post-processing
- References on request



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