

The course concentrates on the actual communication and interpersonal skills required for successful, fair and consistent interviewing. Participants are invited to consider their own attitudes and the way in which these, unless recognised, can influence the way we listen and question.

The programme also covers discussion of interview experiences in order to map out the 'positive' from the 'negative' and to see whether we can learn from these experiences in our own interviewing. There will be an opportunity to rehearse new skills and analyse the results from video recordings, with detailed feedback from the tutor.

**Your Workshop Leader: Richard Ellis**

## KEY TOPICS

- Development of reference materials to be used when preparing for real interviews with staff and candidates
- Researching the post and the candidate
- The interview environment
- Conducting the interview: listening and questioning skills, eye contact and non-threatening body language
- Structuring the interview: consideration of each phase of the process – particularly the opening and closing stages

## WHO SHOULD ATTEND

Those who may be new to the recruitment procedure and have not had a great deal of experience of the skills essential to professional interviewing.

**Please Note:**

*In view of the highly interactive nature of the workshop, a maximum group number of participants is 8.*

## **Outline Programme**

### **Introductions**

- setting the scene

### **Exploring the Key Positions**

- why this vacancy?
- what key skills/attributes are needed?
- job analysis and person specification
- essential/desirable features
- carrying out a careful check of CV, applications, letters, calls, references etc.

*Refreshment break*

### **Structuring the Interview**

- introduction, development, focus, closing

### **Some Key Skills**

- active listening; open questioning
- pair work to rehearse these skills

*Lunch*

### **Preparation for Role Plays**

- reading/checking of papers
- preparation of questions

### **Role Plays**

*Refreshment break*

### **Debrief on Results of the Role Plays**

### **Brief Summing-up**

### **Close of Workshop**



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