

Effective Interviewing Skills (7 hours)

(How to conduct the interview Efficiently and get Best Results)

Common Errors in Interviewing

- Lack of preparation
- Questioning technique errors
- When to listen and when to talk?
- Halo Effect
- Horn Effect
- More.....

Preparing for the Interview

- Homework on criteria for interviewing the candidate
 - Job Analysis, Task Analysis,
 - People skills for the job
 - Attitude requirements for the job
 - Personality traits of the candidate
 - Using the Criteria Match Table

Preparing the questions

- Open ended questions
- Closed ended questions
- Clarifying questions
- Direct questions

Listening Skills

- The role of Operant Conditioning in the Interview
- Active listening techniques

Dealing with the difficult candidate

Body language pointers for the interviewer