



HOSCA

management consultants



BEHAVIOURAL INTERVIEWING

AUDIENCE: Potential Interviewers

DURATION: 2 Days

SUMMARY: This is a workshop that introduces the best current thinking on the recruitment process. It provides theory and practice to ensure immediate application.

OBJECTIVES:

- Clarify the importance of the selection process in achieving the overall goals and objectives of the business
- Develop a systematic process for the effective selection of employees
- Enhance skills in interviewing and assessing job applicants
- Practice the application of the skills through role play interviews

AGENDA:

- Introductions, objectives and agenda
- Current issues, concerns and ideas
- The economics of employee selection
- Determining the requirements for the job
 - Job descriptions
 - Employee specifications
 - Performance standard
 - Evaluation criteria
- Developing the interview plan
- General questions and questioning technique
- Conducting the interview - The P.E.O.P.L.E. Process
- Video – *“More Than a Gut Feeling”*
- Communications skills and interviewing
- Interview role plays with feedback
- Evaluating candidates
- Summary and close

METHODS: This workshop employs short inputs, video and role play using “live guinea pigs”. It is enjoyable and practical.