

# Interviewing Skills



## Introduction:

The ability to conduct effective interviews is a vital skill used on a daily basis by managers. Selection, appraisal, counselling, discipline and exit interviews all provide opportunities to develop a productive and constructive employment relationship, but only if they are handled well!

Fraser & Associates have devised this 1-day course to provide delegates with the necessary skills to carry out a range of formal and informal interviews. Our experienced Tutors will provide guidance in the form of informal and formal inputs as appropriate in support of delegates who will participate in practice interviews.

## Topic areas covered:

- different types of interview;
- preparation for different interview situations;
- interviewing techniques to gather accurate information, interpret information and make decisions;

## Intended for:

Managers, Supervisors and Team Leaders who regularly interview others in relation to personal development, complaints and internal enquiries.

## Outcomes:

By the end of the course the delegate will be able to;

- Prepare the environment for an effective interview;
- Structure the interview professionally;
- Set the scene for the interview;
- Establish rapport with the interviewee;
- Use a range of effective questioning and listening techniques;
- Observe and interpret body language;

**Prior Knowledge:** No prior knowledge or training is required.

**Course Duration:** 1 Day (Can be delivered in Modules by agreement)

**Numbers:** Minimum by agreement  
Maximum 12 (Due to the high levels of interactivity required)

***Why not contact Fraser & Associates to discuss your Workforce Development needs?***