



CONTENT OUTLINE - STRUCTURED INTERVIEW TECHNIQUES



1. Course Introduction & Objectives: Outlines the objectives and benefits of the course.

2. Overview of the Structured Interview - Applies a formal structure to conducting an interview, and trains delegates on execution of the phases detailed below.

i. Preparation - Ensuring interviewer(s) are able to conduct effective interviews by giving them a pre-interview check-list to work through.

ii. Introduction - Starting an interview correctly, engaging the applicant and outlining the conversation format.

iii. Probe - Train delegates to Identify skill, personal, and organisational matches in key areas, by looking at:

- The Candidate's CV - Areas of interest/gaps in candidate profiles, assessing work experience suitability.
- Behaviour & Motivation- Identifying personal traits through personality-based questioning.
- Competencies & Values-How to gain and evaluate structured responses from candidates as a measure of future performance and alignment of values.

iv. Questions to Avoid - What types of questions to avoid in interviews for legal/compliance purposes.

v. Closing out an interview – How to close out an interview, and generate structured feedback.

vi. Employer Value Proposition: A covering the Employer offering, emphasising the importance of the candidate experience, and the responsibility of all staff to sell the company.

3. Interactive/Practical Application Components:

Live discussions, Q&A: Delegates have chances throughout the session to discuss real past or current cases with the Principal trainer, who will openly discuss proposed solutions and techniques to address common obstacles in the selection/interview process with the group.

Exercises: Corporate Values & their Definitions as Competencies- Defining managers' desired competencies in new hires based on team and organisational values, and developing questions that test for those competencies for future use in interviews in groups with joint discussion & evaluation.

Role-Plays: Allows the delegates to practice learned questioning and evaluation techniques with their peers.

