

## Interviewing Skills

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**Version:** 1

**Course Length:** 1 day (6+ hours)

**Prerequisites:** None

**What's in Interviewing Skills:**

Getting the right employees for your organization is key. Identify the benefits of interviewing skills and the various types of interviews. Learn the steps involved in writing and finalizing the success factors for a position. The open, modular-style manual is design for quick scanning in the classroom, and is filled with interactive exercises that will allow students to explore the complexities of Interviewing Skills.

**Objectives:**

- Handle an interview by developing an understanding of the various types of candidates, conduct an interview by following a specific structure, and use effective communication techniques when interviewing.
- Identify the types of bias, the steps involved in evaluating a candidate, and several criteria for ranking candidates.
- List the provisions outlined by EEO and identify appropriate and inappropriate questions, including those that are not permissible according to the law.
- Define disability, identify the questions that are prohibited by the ADA, hire prospective employees legally under the Immigration Reform and Control Act, and use Form I-9.

### Topic-Level Outline

#### Unit 1 : Fundamentals of interviews

*Topic A: \* Importance of interviewing skills*

- A-1: Identifying types of interviews
- A-2: Understanding pre-employment testing

*Topic B: \* Success factors*

- B-1: Identifying success factors
- B-2: Defining a job
- B-3: Analyzing and defining the culture
- B-4: Writing success factors
- B-5: Using the Success Factor Worksheet
- B-6: Finalizing success factors

#### Unit 2 : Planning and preparing

*Topic A: \* Planning for an interview*

- A-1: Analyzing a candidate's resume
- A-2: Identifying lead questions
- A-3: Identifying sample lead questions
- A-4: Planning an agenda
- A-5: Customizing an interview

*Topic B: Preparing for an interview*

- B-6: Preparing the office
- B-7: Ensuring privacy
- B-8: Identifying personality styles

#### Unit 3 : Handling and conducting

*Topic A: \* Handling an interview*

- A-1: Identifying types of candidates
- A-2: Understanding the importance of silence

*Topic B: Conducting an interview*

- B-3: Opening the interview
- B-4: Gathering information
- B-5: Closing the interview
- B-6: Taking notes
- B-7: Identifying effective communication techniques

#### Unit 4 : Evaluating and deciding

*Topic A: \* Evaluating a candidate*

- A-1: Identifying types of bias
- A-2: Evaluating a candidate

*Topic B: Making a decision*

- B-3: Ranking a candidate

#### Unit 5 : Following up

*Topic A: \* Following up after an interview*

- A-1: Finding the appropriate candidate
- A-2: Identifying steps to follow up
- A-3: Understanding self-evaluation

#### Unit 6 : BCEA guidelines

*Topic A: \* BCEA guidelines*

- A-1: Understanding BCEA laws
- A-2: Conducting pre-employment inquiries
- A-3: Identifying general principles
- A-4: Identifying key BCEA terms

*Topic B: \* Non-discriminatory interview questions*

B-1: Identifying appropriate questions

B-2: Disqualifying candidates

#### Unit 7 : Labour laws

*Topic A: \* Employment Equity Act*

- A-1: Understanding basic requirements
- A-2: Understanding reasonable accommodation
- A-3: Identifying key points
- A-4: Identifying permitted and prohibited questions
- A-5: Answering questions

*Topic B: \* Immigration and Work Permits*

- B-1: Hiring employees
- B-2: Understanding the Labour required Form