

# Conducting Effective Recruitment Interviews

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## Description of Course

The selection of new employees can be a long drawn out and expensive process. Having gone to all the trouble of working through a selection process there is nothing worse than taking on a new employee who turns out to be unsuitable. This situation is even more critical when interviewing in English and the same high interviewing standards need to be adhered to.

In this course we concentrate on **competency based interviewing skills** and transfer the techniques of this type of interviewing to its use in English. Participants will learn and practice the most useful questions and vocabulary to use when conducting a competency based interview to ensure that their future interviews in English are as effective as the interviews conducted in their mother tongue.

## Course Objectives

By the end of this course delegates will be able to:

- Prepare effectively for recruitment interviews
- Design a 'question plan' for each interview
- Structure a 'competency' based interview
- Ask specific questions in English correctly and be able to follow up
- Use active listening techniques and overcome barriers to effective listening
- Manage the expectations of candidates when closing interviews

## Duration of Course

This has been designed as a 1.5 day course so that participants have the opportunity to practice interview skills. However, it can be run as a 1 day course if less interview practice is required.

# Course Outline

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**Common Interview Problems** – We identify common interview problems experienced by the participants with a view to solving them with the new knowledge gained by the end of the course.

**Competency based interviewing** – Checking the understanding of this concept and its underlying criteria.

**The PRICE structure** - Learners are introduced to the PRICE structure. This structure ensures that all candidates are treated professionally and equally to ensure maximum objectivity when evaluating the candidate's performance.

**Question Plans** - Preparing a question plan is identified as key to good preparation. Participants are encouraged to use a structured approach supported by our Question Plan template.

**Traffic Lights** – In this activity learners consider nine different question types and decide whether they should be used in interviews.

**STARS Technique** – The technique to use in competency based interviewing to ensure the necessary information is obtained from the candidate

**Language for Competency Based Interviewing** – Participants learn and practice specific questions and structures to use to explore candidates' skill level

**Effective Listening** - Learners identify barriers to effective listening and ways to overcome those barriers.

**The Close Phase** - This section provides advice on what to cover with the candidate at the end of the interview.

**Interview Practice** – Learners take part in two or three interview simulations. They act as interviewer once and then as an interviewee and/or observer. Each of these roles gives them a different perspective of interviewing and will help them to apply the principles covered in this programme when they conduct real selection interviews in English in the wor