

Rightrack ... a little bit of magic

**Interview Skills**  
a 2 day programme



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### Introduction

Interviewing skills are an essential part of the manager's operational toolkit. This programme teaches the techniques and skills applicable in recruitment, appraisal and performance management, absence and discipline and grievance interview situations.

### Main Features

- Understanding of different types of interview and the approaches
- Awareness of the consequences of ineffective interviewing
- Understanding the processes and procedures
- Understanding objective and subjective decisions
- Using effective communication skills
- Skills to prepare specific questions for different interviews
- Awareness of the types of questions and when to use them
- Development to improve active listening skills
- The importance of following organisational policies and procedures
- Personal action planning

### Key Benefits

- Increased staff performance
- Improved organisational capability
- More effective and efficient recruitment process
- Robust and transparent interview process
- Reduced likelihood of legal challenges to staff related decisions
- Improved alignment of staff effort and organisational goals
- Increased trust through transparency of process
- Fairness and consistency
- Immediate business impact



## Further Detail

- Different types of interview and the approaches for each one
- Awareness of the consequences of ineffective interviewing
- Appreciating the PUSH & PULL options
- Awareness of the importance of being familiar with, and working to the organisation's processes
- Procedures and legal requirements
- Understanding the interview process:
  - Planning & preparation
  - The approach and the situation
  - Conducting the interview
  - Evaluation and follow-up
- A systematic approach to preparing an interview
- Using objective and subjective data
- Assessing candidates' capability and suitability in selection interview situations
- Effective use of communication skills
- Using verbal and non-verbal signals
- Preparing specific questions for different interviews
- Questions that are inappropriate to ask in some interview situations
- Development to improve active listening skills
- Practical sessions including questioning in interview simulations
- The importance of following organisational policies and procedures
- Record keeping
- Creating a personal action plan



## Programme Options

This is an in-company programme with the following options:

<b>Available Packages:</b>	<p><b>Ready-to-Go</b> - An 'off-the-shelf' training programme delivered by one of our training specialists at a location of your choice</p> <p><b>Customised</b> - We tailor our ready-to-go programme to meet your needs, including your case studies, your examples and your company specific information. Company branded programmes also available</p> <p><b>Bespoke</b> - We research, design and deliver the programme specifically for your needs</p>
<b>Duration:</b>	2 days
<b>Materials:</b>	Folder, workbook, handouts, pen and certificate of attendance
<b>Support:</b>	<p><b>Research</b> - Pre-programme research visit or telephone discussion</p> <p><b>Administration</b> - Printing and packaging of delegate materials and liaison with your chosen venue for programme arrangements. Additional administration options available</p> <p><b>Evaluation</b> - Post-programme evaluation and a consultant's report providing feedback on the programme</p> <p><b>Righttrack Membership</b> - Lifetime on-line post-programme support via our dedicated delegate website and access to the training consultant who will answer any questions relating to the programme</p>
<b>Dates &amp; Location:</b>	To suit you
<b>Delegates:</b>	Up to 12 people
<b>Style:</b>	Righttrack programmes are energetic, exciting and highly participative, which create an impact and motivate participants to learn and embrace change
<b>Learning Methods:</b>	We utilise a blend of learning methods: practice sessions, group workshops, scenario-driven learning, assignments, self managed learning, shared group learning, accelerated learning and structured group learning

