

# MANAGEMENT TRAINING PROGRAM

## INTERVIEWING SKILLS

### COURSE GUIDE AND WORKBOOK

#### PROGRAM OBJECTIVES

The overall objective of this program is to increase your, and therefore our, company's ability to select people who are qualified for positions with the company through interviewing and selection skills. Specifically, at the conclusion of the program you should be better able to:

Understand the overall selection process, and the integral role of the interview.

Determine critical job requirements and relate these to factual data from resume and application (i.e. screening).

Understand the different types of questions, which an interviewer can use, and the type of information each can elicit (including EEO considerations).

Understand the impact of interviewer behavior (e.g. note taking, nodding, listening, etc.).

Effectively conduct interviews in a variety of situations so that information about both critical objective and subjective job dimensions is accurately obtained.

Convey a positive image of the company, including EEO compliance.

Provide appropriate feedback to the interviewee.

Make effective selection/placement based upon job relevant information that is gathered through the interview process.