Interviewing Skills

Course Overview

In this course, students will learn how to develop effective skills to improve the interview process.

Course Objectives

After completing this course, students will know how to:
- Identify the benefits of interviewing skills and the various types of interviews, define success factors, and identify the steps involved in writing and finalizing the success factors for a position.
- Establishing a plan for an interview and prepare an office for an interview.
- 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.
- Identify the follow-up tasks that should be performed after an interview.
- 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.

Course Outline

1  Fundamentals of interviews

Importance of interviewing skills
Identifying types of interviews
Understanding pre-employment testing
Success factors
Identifying success factors
Defining a job
Analyzing and defining the culture
Writing success factors
Using the Success Factor Worksheet
Finalizing success factors

2  Planning and preparing

Planning for an interview
Analyzing a candidate’s resume
Identifying lead questions
Identifying sample lead questions
Planning an agenda
Customizing an interview
Preparing for an interview
Preparing the office
Ensuring privacy
Identifying personality styles
Interviewing Skills

3 Handling and conducting
Handling an interview
Identifying types of candidates
Understanding the importance of silence
Conducting an interview
Opening the interview
Gathering information
Closing the interview
Taking notes
Identifying effective communication techniques

4 Evaluating and deciding
Evaluating a candidate
Identifying types of bias
Evaluating a candidate
Making a decision
Ranking a candidate

5 Following up
Following up after an interview
Finding the appropriate candidate
Identifying steps to follow up
Understanding self-evaluation

6 EEO guidelines
EEO guidelines
Understanding EEO laws
Conducting pre-employment inquiries
Identifying general principles
Identifying key EEO terms
Non-discriminatory interview questions
Identifying appropriate questions
Disqualifying candidates

7 Federal laws
Americans with Disabilities Act
Understanding Americans with Disabilities Act
Understanding reasonable accommodation
Identifying key points
Identifying permitted and prohibited questions
Answering questions
Immigration Reform and Control Act
Hiring employees
Understanding the Form I-9