

Successful Selection Interviewing

half-day
management
master class



- ▷ **Develop an awareness of the recruitment process**
- ▷ **Conduct interviews with a sense of confidence and professionalism**
- ▷ **Manage candidates expectations and 'sell' the vacancy with skill and integrity**

This fast paced, highly interactive half-day workshop shows participants how to conduct professional selection interviews .



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Successful Selection Interviewing



Overview *The selection interview is a conversation with a purpose. That purpose is to provide an opportunity for the interviewer to identify whether a candidate is suitable for a job vacancy and for the candidate to decide whether the job on offer is suitable for him or her. Here we cover the tools and techniques needed to master this process.*

Learning objectives By attending this highly intensive half-day course you will:

- ▷ **Understand how to specify what is required for success in a given role so that the hiring criteria are clear to everyone involved in the process**
- ▷ **Master an elegant routine for starting an interview so that the candidate is put at ease**
- ▷ **Discover how the Behavioural Event Interview method can help you to uncover a candidates' strengths and weaknesses**
- ▷ **Learn how the Biographical Interview method can give you a holistic picture of the candidates' capabilities**
- ▷ **Become aware of what questions that you might be asked by the candidate and learn how to handle them**

Who should attend?

Anyone who wants to acquire a methodical and professional approach to recruiting high calibre employees.



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Workshop content

An overview of the recruitment process

An overview of the recruitment process that placed interviewing in the broader context of the overall recruitment and selection strategy from Job Description through to Induction.

Understanding competencies

The use of competency profiles is a key part of defining a vacancy clearly and makes an important contribution to ensuring the recruitment process efficient, fair and consistent.

Behavioural event interviews to uncover competencies

If someone has successfully completed some activity or task in the past the chances are that they can do it again in the future. Behavioural event interviews are based upon getting a detailed account of what the person actually did in a specific situation, as a means of gathering data about the extent to which they demonstrate a particular ability or skill.

- ▷ Opening the interview
- ▷ Introducing the BEI method
- ▷ Asking about a competency
- ▷ Exploring the 'story' with the 'listening funnel technique'

▶ **Exercise:** *conducting a behavioural event interview*

**The biographical interview method to explore work history**

The biographical process is concerned with building up a picture of the whole human being in terms of their likes, dislikes and preferences. By asking a person what choices they made at key points in their life and what they liked or disliked about the result of those choices, it is normally possible to see a clear pattern of values emerging of the things the candidate seeks and those he/she endeavours to avoid.

- ▷ Opening the interview
- ▷ Introducing the biographical method
- ▷ The six stages in the biographical method
- ▷ Taking notes
- ▷ Closing the interview

▶ **Exercise:** *conducting a biographical interview*



Workshop content

Selling the vacancy - Realistic Job Previews (RJP's)



The interviewer should ensure that any candidate who accepts a post with the company stays in situ for a reasonable length of time. The emphasis of the work in this area has been on 'realistic job previews' (RJPs.) which means that we need to give an up beat but honest picture of what working in the business is like.

▶ **Exercise:**

giving a job preview



Legal aspects of interviewing



In the EU (and the USA) it is illegal to discriminate against anyone when making hiring decisions on the grounds of factors such as Race, Religion, and Gender etc. This means that it is important to avoid asking questions of a candidate (or writing text in a advert) that touch on these areas because it could lead to an unsuccessful candidate claiming that they didn't get the job as a result of unfair bias.

- ▷ Key areas to be aware of
- ▷ Examples of discrimination

Feedback

Feedback is based upon peer reviews using BMC assessment checklists. Completing the BMC assessment checklists is not only valuable to the people involved in a given case study, it also helps those completing them to gain an in-depth understanding of the building blocks that make up an excellent interviewer.

Contact

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