

# Interview Techniques

## 1 Day



### Pre-requisites

**There are no pre-requisites for this session.**

### Description

**Do you need to:**

- Improve your interview techniques?

### Aim

This course will prepare participants to successfully interview potential candidates.

### Learning Outcomes

**At the completion of this course you should have the skills and knowledge to:**

- Explain the impact of interviewing and hiring the best applicants
- Use a variety of questions to form a comprehensive picture of those they interview
- Reproduce a specific step-by-step process for interviewing that eliminates mistakes
- Recognise pros and cons of different types of interviews
- Learn some techniques to avoid bias
- Develop strategies for measuring effectiveness, results and continuous improvement
- Understand the benefits and skills of effective listening
- Build rapport with candidates in order to gain relevant information about their background and experiences
- Recognise behaviour, type and temperament traits
- Be aware of interviewing, selection, recruitment issues relating to fairness, race, sexual orientation, ethnic background and religion

### Topics Covered

**Key topics covered on this course include:**

#### Understand the

- APS requirements for selection
- Interview process
- Behavioural-based interview
- Basic body language, communication and listening techniques

#### Understand and practice techniques to reduce bias and build rapport

#### Be Tough but Fair - Interview Questions

- Direct
- Non-Direct
- Hypothetical or Situational
- Behavioural Descriptive

#### Have had practice in

- Conducting an interview
- Being interviewed
- Rating a candidate for a position
- Put the Candidate at Ease

#### Be Prepared

- What is Recruitment?
- Sourcing Candidates
- What's the job really about?
- The dynamics of the group
- What skills are really important for the position

#### The Interview – Start out Right!

- Traditional
- Situational
- Stress
- Body Language
- Flexible Listening



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