

Interview and Communication Skills for Interviewees 面試和溝通技巧

MEDIUM : English / Cantonese COURSE CODE : ICSI DURATION : 1 day

Selling Your Attributes Successfully

Companies engage job candidates in interviews to assess their attitude and ability to predict future performance success. Therefore, job candidates need to compete for attention and to sell themselves as the most suitable future employees.

A Wall Street Journal survey shows that potential employers recruit job candidates based on three (3) key attributes. In the programme, the participants will learn how to demonstrate the following attributes to optimise their success:

First Attribute – Clear communication

- Allow a ‘What can I do for you’ direction
- Structure systematic content with simple format
- Support content with solid facts
- Illustrate with stories

Second Attribute – Personal image

- Speak a business-like language
- Conduct oneself with confident body language
- Gain trust with vocal impact
- Know business etiquette

Third Attribute – Flexibility to Give Results

- Show responsiveness with active listening
- Adapt response to the employer’s questioning intent
- Be proactive in preparation
- Learn techniques to buy time to form answers

Target Audience

Professionals who would like to optimise their success at job interviews or promotion interviews

Methodology

Lecture, Exercise, Mock interviews, Coaching, Peer feedback based on a checklist, interview and communication checklist.

Course Outline

1. Sell Oneself and Form the Right Perception

In an *energiser*, the participants will realise how to form the right perception to suit the potential employer’s expectations:

- Clear communication
- Personal image
- Flexibility to give results

2. Self introduction – Role-play

The participants will *practise* self-introduction in groups with video-recording on their smart phones. They will understand:

- Match self-introduction to the interest of potential employers
- Project confidence with verbal and non-verbal skills
- Review through trainer and peer feedback on improvement areas

3. Communicate a Credible Image

The participants will do *exercises* to discover how to make a difference in personal image:

- Body language
- Voice
- Language
- Listening
- Manners

4. Handle Questions

The participants will learn how to gain trust and build rapport in a language that contains the following elements. Through a *lecture and exercise*, the participants will learn:

- Active listening model
- Bridging techniques to build rapport
- Assertive direction in posing questions

5. Persuade with Facts and Stories that Show Results

The participants will *practise* the following techniques:

- FAB – using facts that show cause and effect
- Personal stories
- Case studies

6. Role Play Interview

The participants will take turns to *role play* interviewers and interviewees based on the trainer’s pre-designed questions and evaluation checklist. Selected participants will get *coaching* from the trainer and *peer feedback*.

7. Drill on Handling Questions

The participants will do *exercises and role-play* requiring them to apply the following techniques:

- Active listening
- Bridging techniques
- Question posing techniques

8. Practising Persuasion

The participants will do *role-play* and receive *trainer’s feedback* on their application of the following models in communication scenarios:

- FAB
- Stories
- Case studies

9. Summary of Progress and Action Plan

The trainer will summarise the groups’ progress and recommend ongoing improvement. The participants will form their *action plan*.