

COURSE DESCRIPTION

Interviewing Skills Workshop [甄選面試技巧工作坊]

Duration : 1 day

Hiring the right people is critical to the success of any organization today. At the same time, hiring decisions are often made based on the performance of a candidate at an interview. It is therefore crucial for managers to be equipped with the proper techniques and skills to conduct interviews effectively.

The purpose of this program is to provide participants interviewing skills in order to enable them select the right people for their organizations.

Audience

Managers, human resources personnel.

Methodology

Discussions, mini-lecture, dialogues, demonstration, role play

What participants will learn

At the completion of the course, participants will be able to:

- Describe the advantages of conducting a structured and behavioural descriptive interview
- Prepare behavioural descriptive questions for a structured interview
- Interpret the body language and eye cues of a candidate
- Conduct an interview

Course content

1. Understanding job interviews

Using *discussions and case studies*, participants will learn about:

- The purpose of interviews
- Common problems associated with interviews
- Using past behaviours to predict future performance
- Success stories

2. Preparing a structured interview

Using *discussions, examples and practices*, participants will learn how to prepare for a structured interview. At end of this section, participants will have prepared a number of behavioural descriptive questions for a specific job they have in mind. Included in this section are the following concepts and events:

- Key steps
- Translating a job description into skills requirements
- Preparing behavioural descriptive questions

COURSE DESCRIPTION

Interviewing Skills Workshop [甄選面試技巧工作坊] (cont'd)

Duration : 1 day

Course content (cont'd)

3. Conducting the interview

In this section, participants will see *a demonstration* and participate in *a role play* with feedback on how to conduct a job interview. Concepts and events included are:

- Key events during the interview
- Starting an interview
- Asking questions that extract information
- Asking behavioural descriptive questions
- Questions you should not be asking
- Ending an interview
- Demonstration
- Role play with feedback
- Do's and don'ts during interview

4. Reading body language

This section focuses on how to observe a candidate's natural responses. Concepts involved are:

- The language that cannot lie
- Reading eye cues and body language
- Signs of interest and positive attitude
- Signs of deception

5. Simulation practice

Putting everything together, participants will be involved in *a simulation exercise* and *practise* the skills and techniques learnt. In the exercise, participants will simulate interviewing a job candidate by asking some structured questions, while listening to and observing the candidate's responses.

The practice will be videoed for additional analysis and feedback.

6. Summary