

Successful Interviewing 成功的甄選面試技巧

MEDIUM : English COURSE CODE : SI

A competency and behavioural-based program for successful recruitment using a process approach

Recruitment and the selection process is one of the key management tools. Do it right – that's the theme for this international program. It's not by chance that Intel, Google and Apple are all successful – they all have an outstanding recruitment process, which is never compromised. **In this program you will learn the latest techniques covering all of the nine (9) critical part of the process. Not only will you learn –you will also be able to do it. Here are five (5) reasons why you should attend:**

- Everyone in their career will have to do some form of interview, for recruitment, appraisal or discipline – learn the right way and it will always help you
- Master the entire process of the interview cycle with the latest techniques
- Find out how to master interpreting body language – a vital skill
- Be able to prewrite competency knowledge based questions –that get straight to the point
- Practice in a safe and well-supported environment, backed up with a manual and a process wall chart for you use back at work.

Objectives

At the end of this practical program you will:

- Have mastered the new recruitment process and be able to explain it to others
- Be able to write recruitment criteria and precise scoreable interview questions
- Know and be able to explain to others the value of using different types of testing
- Have used a personality profile and be able to explain to others their value for recruiting and development.
- Be able to decode different types of body language, specifically when people are not telling the truth
- Have practiced interviewing to ensure the theory is put into practice and be able immediately upon returning to work to carry out or lead a professional interview.

Training Methodology

This is a very practical, interactive, course with a high level of delegate participation. There will be *illustrative DVD examples* and throughout the program, *group work*. All of the training will carried out in a relaxed supportive atmosphere. Participants will also have the opportunity to see testing materials and to do for themselves a high level personality questionnaire – either the NEO – PIR or the OPQ 32.

Organisational Impact

Recruitment is a critical management tool and nowadays requires a very high level of skill and ability, organisations sending delegates on this program can expect:

- Maximise time, effort and costs and effectiveness of the recruitment procedure
- Utilise existing information to construct high quality interview questions that are scoreable
- Use a new process that will reduce the possibility of litigation
- Be able to use the new behavioral system as an effective tool to aid recruitment
- Have up to date knowledge of the latest testing approaches and tools
- Be able to know which personality profiler's work and more importantly –those that don't

Personal Impact

- You will assess your own understanding and experience in recruitment and selection
- You will know the new Steps in a successful recruitment process
- You will get to practice the skills required during the interview process – many of which apply to development and succession planning
- You will develop personal action plans for improvement - particularly the balanced score method and the new behavioral questioning system
- You will have carried out an interview using the techniques in the process
- You will be able to use techniques to discover when documents are falsified or when the candidate is not telling the truth.
- You will have mastered on of the critical management skills to a very high level

Who should attend?

This program is specifically targeted for anyone who interviews or takes part in the interviewing process. It is particularly suited to those who have not been trained since 2012 – this is due to the new advances in interview psychology.

- CEO's and Directors
- Department Heads
- HR and Training personnel
- Line managers
- Any one associated with the interview process

There is a full supporting manual with this program, which contains all of the visuals used, and also all the case studies. The manual is referenced for ease of use and for future referral. An international psychologist runs the program.

Giveaways

- Full supporting manual
- Wall chart showing the complete new Interview process
- Unique opportunity to complete one of the world's best personality profile

Course Outline

1. Mastering the Process

- Understand the job and the importance of the job description and criteria
- **Step 1** – exercise
 - DVD writing key criteria
 - How to write interview questions based on Criteria DVD clip – understanding criteria
 - Exercise (group work)
 - How many questions do you need?
- **Step 2** – Work needed to write the job advert
 - Group work – write an advert to attract “winners not losers”
- **Step 3** – How to write your interview questions – group practice

2. Testing, Personality profiling and references

- **Step 4** – Shortlisting – a new approach to save time
- **Step 5** – The history of testing
 - Occupational ability testing – what's new – examples
 - Ability testing – the DIY approach with practical examples
 - Semi medical tests – e.g. Colour blindness – practical demonstration
 - The growth of mental illness and the impact on recruitment – the latest figures
 - How Assessment centres work and their increasing use today
- **Step 6** – Personality profiling – why we use it and what profilers are the best
 - Example for you to analyse – group practice
 - The importance of references – case study
 - Review and discussion

3. Finalising Pre written questions, room set up and arrangements and understanding the vital role of body language.

- Procedure for starting every interview
- **Step 7** – Finalising your Interview questions – writing scene setters – practice
 - Refining knowledge based questions – group practice
 - How to use probing questions – practice
 - How to score and who does the scoring – practice
- **Step 8** – Pre interview administration including making all the arrangements such as room set up to understanding body language and correctly decoding it
- **DVD Clip** (silent signals – first impressions) and individual practice

4. Practice and Practice.

- Recap of the steps so far
- DVD Putting the interview process into action
- Timetable of the interviewing for the day
- **Step 9** – The interview
 - Role allocations for interview 1 (each delegate will have the opportunity to do an interview)
 - Review of interview and individual feedback