

Interviewing Skills

Course Length: 1 Day

Prerequisites: None

Performance-Based Objectives: In this course, students will:

- ◆ Handle an interview by developing an understanding of the various types of candidates, conduct an interview by following a specific structure, and use effective communication techniques when interviewing.
- ◆ Identify the types of bias, the steps involved in evaluating a candidate, and several criteria for ranking candidates.
- ◆ List the provisions outlined by EEO and identify appropriate and inappropriate questions, including those that are not permissible according to the law.
- ◆ Define disability, identify the questions that are prohibited by the ADA, hire prospective employees legally under the Immigration Reform and Control Act, and use Form I-9.

Course Content

Unit 1: Fundamentals of interviews

In this unit, students will learn that interviewing skills are important in order to select the right candidate for an organization. They identify various types of interviews having different characteristics and goals that will help them set appropriate goals for each interview they conduct. They learn that success factors help shape their activities throughout the hiring process. They also understand that defining a job mirrors key aspects of an ordinary job description. Finally, the participants learn how to analyze and define the culture of an organization and how to write and finalize the success factors for a position.

Topic A: Importance of interviewing skills

Topic B: Success factors

Unit 2: Planning and preparing

Students are taught that they should do a thorough analysis of a candidate's resume and think about the questions they might need to field from a candidate. They learn that lead questions help ensure that the interviews will be more objective, job-related, consistent, and conform to legal guidelines. They then learn how to plan an agenda and customize an interview. They learn how to prepare themselves mentally, physically, and emotionally and ensure privacy. Finally, they learn that it is important to understand their own individual personality style in order to communicate effectively and build rapport when interviewing.

Topic A: Planning for an interview

Topic B: Preparing for an interview

If you have any questions about this course, please call CompuTrain at (713) 349-9186.

Unit 3: Handling and conducting

Students learn that their ability to handle different types of candidates is important in order to get an accurate assessment of the candidate's abilities. Next, they learn how to interpret a candidate's nonverbal behavior. They identify the importance of silence during an interview and about the process of conducting an interview. Finally, they learn that effective communication techniques when interviewing help ensure that the interview will be a respectful and engaging two-way conversation.

Topic A: Handling an interview

Topic B: Conducting an interview

Unit 4: Evaluating and deciding

Students are taught that an interviewer should be careful to identify and overcome and biases. They identify the types of bias. They also identify the steps to be taken after an interview in order to evaluate a candidate. Finally, they learn to consider several criteria when ranking candidates.

Topic A: Evaluating a candidate

Topic B: Making a decision

Unit 5: Following up

Students identify the steps to follow up after the interview. These follow-up activities will vary according to each organization, their role in the hiring process, and the type of job being filled. Finally, they learn how to perform a self-evaluation that will enable them to improve the process they use, as well as their personal interviewing skills.

Topic A: Following up after an interview

Unit 6: EEO guidelines

Students identify the provisions outlined by Title VII and enforced by the EEOC. They identify other federal laws that protect the rights of specific groups. They learn that as an interviewer, they have a responsibility to provide equal employment opportunities to all citizens. Next, they learn how to conduct pre-employment inquiries. They identify some general principles that will reduce the chance of overstepping equal employment opportunity requirements and key EEO terms that will help them to be a more effective interviewer. They identify forbidden questions concerning a candidate's race, color, religion, age, gender, marital status, pregnancy, veteran status, military service, national origin, or physical or mental disabilities. Finally, they learn how to avoid asking questions that are not permissible according to law.

Topic A: EEO guidelines

Topic B: Non-discriminatory interview questions

Unit 7: Federal laws

Students define disability and identify the conditions that are considered as disabilities. They learn about the essential functions for a job and reasonable accommodations for a candidate. They identify that there are several key points throughout the interview process that relate to the ADA. Students learn to differentiate between permitted and prohibited questions. They learn how to answer the questions asked by a candidate regarding ADA. Students then learn how to hire prospective employees legally under the Immigration Reform and Control Act. They learn how and when Form I-9 must be filled out, and how long an employer must maintain this form.

Topic A: Americans with Disabilities Act

Topic B: Immigration Reform and Control Act