



Course Syllabus

Interview Techniques

This course is aimed at anyone who is involved in conducting interviews as part of their daily activities and wish to improve their skills.

Although the ability to hire the right people is critical not only for your organisation, however for your own success and advancement, very few managers know how to tell the difference between a top performer and an 'eloquent incompetent'. In fact, a recent survey showed that more than forty per-cent of hiring decisions are made on the basis of appearance factors alone, it's important to dig deeper into the candidate's personal attributes to get a clearer understanding of how they will fit with your company. So, in order to get the most out of the interview, there are several competencies that you ought to be looking for, including:

- **Awareness** – In order to fit in with your company and pick things up quickly, the interviewee should have a good understanding of what's happening in the news, and in your sector in particular.
- **Adaptability** – When interviewing a candidate, it's important to assess how easily they can adapt to different environments and situations.
- **Delegation, team work and independence** – The perfect candidate needs to be well balanced. For instance, they should be able to work in a team, but at the same time be independent. Equally, they should be able to assign tasks to others, whilst still being there as a source of support.
- **Motivation** – An applicant should be able to provide an example of how they can motivate themselves, showing that they have the ability to inspire others even when times are tough, to do the best job possible.
- **Conflict management and decisiveness** – An applicant needs to be able to show that they can manage negative confrontations, constructively resolve issues, and make well-informed decisions.
- **Integrity, trustworthiness, and sensitivity** – The interviewee should be able to show that they have a sense of morality and be able to take other people's feelings into account.
- **Creativity** – By asking about hobbies and interests outside of work, the candidate's creative side may come across.

A certificate of attendance will be awarded to all candidates who successfully complete the course.

Next Step?

Contact our Learning & Development team at Aspen Wolf Ltd on 0191 581 1000 to discuss your specific training needs.