

Interview Skills Training



The importance of getting it right

Interview training can be the most cost effective training in your business.

It ensures robust recruitment and selection of employees – minimizing the risk of recruiting the wrong employees and mitigating potential issues further down the line once the new employee has joined the organisation.

Involving internal staff in the assessment process can also help to engage current employees. It also adds to their skills set which can be transferred to others types of internal interviewing (for example, performance appraisal, exit interviews).

In order to ensure that the interview process followed is as robust as possible we can train your employees who regularly become involved in the

recruitment process in the standard method for objective assessment (ORCE – Observe, Record, Classify, Evaluate).

Completing interview training serves many purposes:

- It **ensures good recruitment decisions** will be made each and every time you interview.
- It allows **skills development** for relevant staff so that they can apply these generic skills elsewhere in their roles.
- It ensures a **consistent and robust approach** across interviewers.
- It enables a consistent approach and rating when writing reports and training plans for employees





Feedback we have received from delegates who have benefited from our interview training comment that this approach has proved valuable when running subsequent in-house interview and assessment process. Staff are able to assess new employees in a fair and objective manner. Feedback offered to unsuccessful candidates is also high caliber and helps to enhance the reputation of the organisation with candidates, who may also be potential clients.

Our interview training can be held onsite or we can recommend a suitable cost effective local venue. The training is contained within one day. We also provide delegates with an interactive workbook to complete during the sessions and with full notes and training materials and templates.

Training is delivered by highly qualified and experienced professionals and business psychologists who have individually carried out over 1000 interviews.



Workshop Outline

Session overview

Duration: 3hrs

- Key Observation Lessons
- The ORCE Model of Assessing
- **Practical Session:** Interviewing Using ORCE
- The Role of an Interviewer
- Competencies and Behaviours
- **Practical Session:** Evaluating Evidence & Using rating scales effectively
- Writing objective feedback notes
- ASSESSOR BIASES AND LEGAL IMPLICATIONS:
Tips for Objective and Fair Assessing and how to avoid common pitfalls

Delegates will have ample opportunity to practice and gain feedback on their skills during the workshop.

Delegate will also have a resource booklet to supplement their learning after the workshop.



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