

Interviewing Skills: More than a Gut Feeling

ChangeWorks
Inc.



Program Outline:

DAY ONE - DISCUSSION AND EXERCISES

- ❖ What are the elements of a good/poor interview?
- ❖ How to write a job description and clarify job criteria
- ❖ Learn to ask questions that give insight into past behavior so interviewer can match it to predetermined criteria
- ❖ Learn how to "probe" and get responses that allow for good decisions. Three key areas are:
 - ✓ Task
 - ✓ Action
 - ✓ Results

- ❖ Learn the questions you can and cannot ask based on the laws prohibiting discrimination:
 - ✓ Title VII (1964)
 - ✓ Equal Employment Opportunity Act (1972)
 - ✓ Americans with Disabilities Act (1990)

- ❖ Learn how to prepare for an interview
- ❖ Learn how to communicate more clearly
- ❖ Learn how to listen and understand more of the message
- ❖ Learn how to read body language
- ❖ Each participant will develop his/her own Interviewing Kit:
 - ✓ Job Description/Success Profile
 - ✓ Interview Guide with Questions
 - ✓ Evaluation

(OPTIONAL)

DAY TWO - EXPERIENCE ACTUAL INTERVIEWING

- ❖ Use the Interviewing Kit and tools from previous day
- ❖ Role-play interviews
- ❖ See yourself "in-action" on video tape
- ❖ Group feedback for improvement

This program is available in several formats



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