



the Management Development Institute

business and management education since 1981

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Interviewing Skills

Code: CT91-700

Duration: 1 day

Series: Human Resources

Fundamentals of interviews

Selection interviews

Success factors

Planning and preparing

Plan and prepare for an interview

Personality styles

Handling and conducting

Handle an interview

Conduct an interview

Evaluating and deciding

Evaluate a candidate

Make a decision

Following up

Follow up after an interview

EEO guidelines

Evaluate a candidate

Non-discrimination and interview questions

Identify appropriate questions

Federal laws

Americans with Disabilities Act

Immigration Reform and Control Act

By completing this course, participants will learn how to:

- ✚ Identify the benefits of interviewing skills and the various types of interviews; define success factors; and identify the steps involved in writing and finalizing the success factors for a position.
- ✚ Establishing a plan for an interview and prepare an office for an interview.
- ✚ 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.
- ✚ Identify the follow-up tasks that should be performed after an interview.
- ✚ 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.

Prerequisites: None