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Duration: 2 Days

Course Overview and Objectives

This workshop concentrates on the pre-interview preparation; developing questions and your value; the interview techniques that get specific, behaviour-based examples of past performance; and the strategies that follow through on this process.

This workshop takes the behavioural interview even further with a discussion of communication techniques and the use of other types of interview questions.

Behavioural Interviewing Techniques for Managers and Supervisors

Module 1: History of the Interviewing Process

Module 2: The Recruitment and Selection Process

Module 3: Factors in the Hiring Process

Module 4: Cost Analysis

Module 5: Job Analysis and Position Profiles

Module 6: Determining the Skills You Need

Module 7: Finding Candidates

Module 8: Advertising Guidelines

Module 9: Screening Resumes

Module 10: Performance Assessments

Module 11: Problems Recruiters Face

Module 12: Interviewing Barriers

Module 13: Non-Verbal Communication

Module 14: Types of Questions

Module 15: Diana Jones

Module 16: Traditional vs. Behaviour Interviews

Module 17: Other Types of Questions

Module 18: The Critical Incident Technique

Module 19: Listening for Answers

Module 20: Difficult Applicants

Module 21: Interview Preparation and Format



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Module 22: Other Interview Techniques

Module 23: Scoring Responses

Module 24: Checking References

Module 25: Human Rights

Module 26: Skill Application

SAQA US ID: 15235 - Prepare and conduct staff selection interviews