

Duration 1 day

Overview

This course will examine the range of interviews that a manager may typically be required to conduct.

An interactive approach is taken, using a variety of teaching models including lecturer input, role-plays, individual and group exercises to uncover the characteristics of various interviews including recruitment, performance appraisal and disciplinary. Each of these may be pursued in greater depth in other courses.

Recommended for

Staff who wish to improve their interviewing skills in a variety of contexts.

Linked Programmes

- Essential Communication Skills
- Effective Communication on the 'Phone
- Interviewing for Recruitment
- Conducting Appraisals
- Discipline and Grievance

Objectives

At the end of the training the delegate will be able to successfully:

- List characteristics of each of four interview types
- Create a checklist to ensure suitable conditions for conducting effective interviews
- Identify effective techniques and approaches for different situations using the documentation and support provided.