

CBI Professional Interviewing Skills



Introduction

The course has been designed to accurately match suitable candidates for the position being advertised. It also looks at how to conduct the interview correctly using competency based interviewing (CBI) techniques. It aims to give interviewers confidence and the correct skills needed to select the right candidates.

Aims and objectives

By the end of this course delegates will be able to write job specifications, use competency based interviewing skills and select appropriate candidates for each position.

Preparation and planning

- ▶ Building a profile for the 'ideal' applicant for each position.
- ▶ How to write accurate job and person descriptions.
- ▶ Preparing for a successful CBI interview.
- ▶ Determining which candidates should be short-listed for interview.

Interview and selection

- ▶ Techniques for each stage of the interview.
- ▶ A six part process for each interview.
- ▶ Carrying out effective telephone and face-to-face interviews.
- ▶ Using a range of questioning techniques to assess suitability.
- ▶ How to mark each candidate against agreed criteria.
- ▶ Matching candidates to job requirements using weighted points.
- ▶ Avoiding common pitfalls and ending on a positive note.



Interview safeguards

- ▶ Essential law and legislation.
- ▶ Important law and legislation with regards to the interview process.
- ▶ How different parts of the law apply to advertising a new position.

RESULTS

Delegates who have attended this course report that they retain far more staff as a result and recruit better quality people who work closely with the rest of the team and produce better results.

SUPPORT

All our courses come with one year's telephone support. This allows delegates to talk with a trainer and get advice and training material when working on projects. Call 02380 840376 for more information