

### Conducting Effective Interviews

Duration: 1 day

#### Overview:

The New Horizons' Conducting Effective Interviews Program teaches participants the fundamentals of interviewing. Participants will prepare themselves to interview a prospective employee by identifying the necessary skills and the type of personality that will fit best in the company. Participants examine the guidelines for interviewing candidates, researching references, handling difficult candidates, evaluating candidates, choosing objectively, and appropriately following up with all interviewees. Program activities also cover understanding the laws regarding interviewing and selection-equal employment opportunity, pregnancy discrimination, disabilities, and immigration status-and functioning within their parameters. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure participant success.

#### Target Audience:

This course is perfect for anyone who is involved in the interviewing process to find staff, be they on a one-to-one basis, a panel or as part of a series format.

#### Lesson 1: Fundamentals of interviews

- Importance of interviewing skills
- Identifying types of interviews
- Understanding pre-employment testing
- Success factors
- Identifying success factors
- Defining a job
- Analysing and defining the culture
- Writing success factors
- Using the Success Factor Worksheet
- Finalising success factors

#### Lesson 2: Planning and preparing

- Planning for an interview
- Analysing a candidate's resume
- Identifying lead questions
- Identifying sample lead questions
- Planning an agenda
- Customising an interview
- Preparing for an interview
- Preparing the office
- Ensuring privacy
- Identifying personality styles

#### Lesson 3: Handling and conducting

- Handling an interview
- Identifying types of candidates
- Understanding the importance of silence
- Conducting an interview
- Opening the interview
- Gathering information
- Closing the interview
- Taking notes
- Identifying effective communication techniques

#### Lesson 4: Evaluating and deciding

- Evaluating a candidate
- Identifying types of bias
- Evaluating a candidate
- Making a decision
- Ranking a candidate

#### Lesson 5: Following up

- Following up after an interview
- Finding the appropriate candidate
- Identifying steps to follow up
- Understanding self-evaluation

#### Lesson 6: EEO Guidelines

- EEO guidelines
- Understanding EEO laws
- Conducting pre-employment inquiries
- Identifying general principles
- Identifying key EEO terms
- Non-discriminatory interview questions
- Identifying appropriate questions
- Disqualifying candidates