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PHOENIX TS

# Interviewing Techniques Training

**BONUS! Cyber Phoenix Subscription Included:** All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

## Course Overview

Phoenix TS' instructor-led course is designed to teach managers to refine their interview skills and techniques within the Federal Workplace. This training will address:

- Finding the right person for the job
- Ask the appropriate questions
- Recognizing the cost of hiring the wrong person
- Developing a job analysis and position profile

## Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

## Course Objectives

- Recognizing the costs incurred by an organization when a wrong hiring decision is made.
- Developing a fair and consistent interviewing process for selecting employees.
- Preparing better job advertisements and use a variety of markets.
- Being able to develop a job analysis and position profile.
- Using traditional, behavioral, achievement oriented, holistic, and situational (critical incident) interview questions.
- Effectively interviewing difficult applicants.
- Understand the basic employment and human rights laws that can affect the hiring process.



# PhoenixTS

301-258-8200 | [Sales@PhoenixTS.com](mailto:Sales@PhoenixTS.com) | [www.PhoenixTS.com](http://www.PhoenixTS.com)

## Course Outline

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### Course Overview

- Introductions
- Agenda
- Course Objectives
- Personal Objectives

### History of the Interviewing Process

- History of the interviewing process
- Stress interviewing
- Structured interviewing

### The Recruitment and Selection Process

- The six stages of the hiring process

### Factors in the Hiring Process

- The three levels of factors in the hiring process

### Cost Analysis

- Analyze the cost of hiring an employee

### Job Analysis and Position Profiles

- Determining what you're hiring for
- Performing a job analysis
- Writing a position profile in this session

## **Determining the Skills You Need**

- Determine what technical and performance skills the candidate will need
- Examine various ways of doing this

## **Finding Candidates**

- Examine the advantages and disadvantages of various advertising methods

## **Advertising Guidelines Five Key Points Ten Tests for Advertising**

- The ten tests of advertising
- Apply them to job advertisements

## **Screening Resumes The Screening Process Developing a Guide**

- Resume screening guide
- What that is
- How to develop one
- How to use it

## **Performance Assessments**

- Technical exercise
- Performance exercise

## **Problems Recruiters Face**

- Common mistakes recruiters make and how to avoid them

## **Interviewing Barriers**

- Human mistakes that recruiters make

## **Non-Verbal Communication**

- Non-verbal signals

## **Types of Questions**

- Open questions
- Closed questions
- Probes

## **Traditional vs. Behavioral Interviews Behavioral Interviewing Sample Questions**

- Behavioral interviewing
- How it differs from traditional interviewing
- Develop some sample behavioral questions

## **Other Types of Questions Achievement-Oriented and Holistic Questions Making Connections**

- Achievement oriented questions
- Holistic questions

## **The Critical Incident Technique**

- Critical incident questions
- Their valuable, how to develop them, and how to use them

## **Listening for Answers Listen Well Committing to Change**

- Listening for what the candidate does and does not say
- Key listening skills

## **Difficult Applicants**

- Four difficult applicants

- Ways to get the information you're looking for

## Interview Preparation and Format

- Things to do before, during, and after the interview

## Other Interview Techniques

- Five most common methods to keep an interview moving

## Scoring Responses

- How to use performance-based rating scales

## Checking References

- How to check references and use a reference guide

## Human Rights

- Key human rights issues that recruiters face

## Skill Application

- Developing an interview guide
- Role-playing the interview

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**Phoenix TS is registered with the National Association of State Boards of Accountancy**



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Starting at **\$1,495**

## ATTENTION

For GSA pricing or Contractor quotes call  
301-258-8200 – Option 2.

# GSA



## Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **Interviewing Techniques Training**

- 2 days instructor-led training



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- Interviewing Techniques Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class\*
- Tea, coffee and soda available throughout the day\*
- Freshly baked cookies every afternoon\*