301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

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.

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Course Outline

[expandable_content]

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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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

- 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*