



Interviewing Skills

Overview

Interviewing is an art. Participants will learn about facilitating open communication, understanding people, and how we communicate using emotional intelligence and effective listening skills. This course will then teach participants how to prepare for an interview, do's and don'ts of questioning, and how to handle interviews in tense or conflict situations. The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should think about asking. They will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions.

Learning Objectives

- Learn to properly plan for an interview
- Learn the successful interview skills that build rapport
- Understand the different types of interview questions and how to prepare to answer them
- Apply the most effective ways to prepare for an interview, including how to present themselves professionally in a virtual environment
- Express themselves effectively
- Develop techniques to manage emotions and remain neutral during the interview process
- Know how to ask for feedback following an interview

Course Materials

- Participant workbook
- Presenter slides and outlines
- Case Studies and Media as appropriate
- Role play scenarios
- Post training assessment

Room Requirements

- Internet access for presenter
- Screen
- Projector (if not ceiling mounted then a table or cart will need to be provided)
- Training room must be able to comfortably accommodate the number of participants plus room to move around for various activities)
- Rounds or pods, small table for presenter's materials, chairs for all participants
- One Flip chart and easel for each round table (for small group work) and markers

Additional Requirements

- Elevate will choose training facilitators whose background and expertise will support the subject matter and goals
- Instructors will use a variety of instructional methods including lecture, group projects, discussion, and role play
- Participants are expected to be actively engaged in the learning process

Course Agenda

Module 1: Understanding the Interview

- Different Types of Interviews
- Interview Expectations
 - Interviewee Goals and Objectives
 - Interviewer Goals and Objectives
- Types of Questions
 - Behavioral
 - Knowledge

Module 2: Why Most Interviews Fail

- Lack of planning
- Asking the wrong questions
- Failing to listen between the lines
- Judging early in the interview

Module 3: Establish the Interview Environment

- Casual/mobile/virtual
- Facilitate open communication
- Note Taking
- Establish Rapport
- Three Types of Communication
- Skillful Listening

Module 4: Emotional Intelligence and the Interview Process

- Manage Your Emotions
- Exposing Failures or Embellishments

Module 5: Live and In Person

- Mock Interview Practice
- Common Problems and Solutions
 - Illegal Questions
 - Special Requests
- Feedback and Tips