INTERVIEW TECHNIQUES

Develop the core competencies to make recruitment decisions based on building organisational capability

COURSE OVERVIEW

Recruiting the right candidate is critical to the continued success of any organisation. For those with recruitment responsibilities, selecting the best candidate for a role is a necessary skill.

The eMatrix Interview Skills Toolkit will ensure those with recruitment responsibilities have the core competencies to make recruitment decisions based on building the organisational capability. This course will look at the key criteria of competency based recruitment including a candidate's current competencies, their motivational and cultural fit.

Following the learning component, participants of this course are taken through a simulated telephone interview with prospective candidates. This provides participants with an opportunity to apply techniques, build confidence and embed learning.

LEARNING OUTCOMES

- Understand competency based recruitment
- Avoid the most common interview mistakes
- Identify which candidates to interview
- Prepare, structure and conduct an interview
- Listen for cues and red flags such as rehearsed responses
- Read body language for cues on attitude and behaviour
- Ask the right questions to generate "real" responses
- Understand legal considerations related to recruitment and selection processes
- Objectively assess competency against the scope of the role

eMATRIX

Collections & Vulnerability Training Specialists