

MentorTraining

Corporate Computer and Soft Skills Training
Serving the Bay Area since 1987

Hiring Smart

Communication Series

Course Description:

This course may be presented as a half-day or full-day presentation. The full-day class offers more hands-on practice. In either format, through lecture and interactive exercises participants learn the fundamentals of behavioral interviewing, setting requirements, screening, devising questions and assessing candidates

Course Length: 6 or 3 hours, typically 9-12 and/or 1-4.

Course Audience: For managers at any level and non-managers who participate in the interviewing and hiring process.

Course Objectives:

Participants will learn how to:

Design behavioral and technical requirements for a position to be filled

Create interviewing questions that will help determine whether an applicant is qualified for the position

Ask questions that avoid legal complications in the hiring process

Start an interview, maintain control and finish gracefully and efficiently

Structure a process for making final hiring decisions, either alone or with an interview team

Course Outline:

Behavioral Interviewing Premise

Implications

Application

Keys to Hiring the People Who Will Bring You Success

Avoiding “Grocery Shopping When You are Hungry”

Preparation is the Key

Overcoming Biases in the Interview Process

Common Hiring Biases

Understanding Your Own Biases

Creating Specific Job Requirements for Your Position

Methodology: Technical and Behavioral

Writing Your “Must Haves” and “Want to Haves”

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How to Use Job Requirements

Screening
Devising Questions
Assessment after the Interview

Devising and Asking the Right Questions

Types of Interview Questions
Preparing Questions to Match Your Requirements
When to Ask Leading, Open, Pin-Down, and Closed Questions
How to Ask Follow-Up Questions
Sample Questions You're Welcome to Use

Legal Issues in Interviewing

What to Ask and What Not to Ask
Special Issues in Hiring/Interviewing

Understanding the Interview Flow

Meeting and Greeting
Rapport-Building 101
Opening the Interview
How to Keep Control
Nailing Down Your Requirements through Questions
Closing the Interview
Halting an Unproductive Interview
Selling the Candidate, the Right Way

Organizing an Interview Team

Using Requirements
The Interview
Final Assessment

Special Cases

Talkative Applicants
Controlling Applicants
Extra-Quiet People
Other

Summary and Conclusion

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Course Methodology:

Facilitators use a variety of training methods for each workshop, including large group discussions, individual work and reflection, assessments, small group discussions and exercises, case studies and simulations for role-play. Videos that are applicable will form a part of some workshops.

Customization will be based on information provided by the human resource department or the individual department prior to the workshop. These will be interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed.

Class size should be kept under 25, so each participant will have the opportunity to gain techniques for the types of situations they deal with or expect to deal with.

About the Instructor:

The instructor for this course has been a soft skills instructor and coach to Bay Area companies for 30 years. He is a master trainer, having delivered over 2000 training sessions and trained dozens of instructors in his career. He has authored a full series of managerial soft skills courses, and he specializes in communication and relationship topics.