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# INTERVIEWING TECHNIQUES

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Operating managers and supervisors are more likely to use poor interviewing techniques because they do not interview often or lack training. Several problems are commonly encountered in the interview. This program offers quality training on interviewing techniques, and communications skills. It is crucial that recruiters learn the types of actions that violate the regulations and how to be sensitive to diversity issues with applicants. Access is open to everyone and students may begin the program at any time. This course is provided in online classroom, with on-to-one faculty mentoring.

This qualification program offers the:

## 1. The Certificate of Knowledge in Interviewing Techniques

To receive the certificate in Interviewing Techniques program, a student must complete the curriculum shown below for the applicable option.

### INTERVIEWING TECHNIQUES

#### AIM

Employment interviewing is a difficult mental and social task. Managing a smooth social exchange while instantaneously processing information about a job candidate makes interviewing uniquely difficult among all managerial tasks. Researchers have been studying the employment interview for more than 60 years for two purposes: (1) to determine the reliability (consistency) and validity (accuracy) of employment decisions based on assessments derived from interviews, and (2) to discover the various psychological factors that influence interviewer judgements.

#### OBJECTIVES

Upon completion of this program, candidates should be able to:

- Base interview questions on a job analysis.
- Ask the same general questions of each candidate. That is, use a structured interview.
- Use detailed rating scales, with behavioral descriptions to illustrate scale points.
- Take detailed notes that focus on behavioral information about candidates
- Use multiple interviewers.

- Provide extensive training on interviewing.
- Do not discuss candidates or answers between interviews.
- Use statistical weights for each dimension, as well as an overall judgment of suitability, to combine information

#### RELEVANT TEXTS

All relevant texts are available in Student's classroom. When you enter your classroom, you will note links for the course syllabus, assignments, etc. Also there is a link to e-mail your professor/instructor. All course materials are copy written and owned by the professor/instructor.

#### ADDITIONAL INFORMATION

You have 12 months from the date of purchase to complete your course. However, this course is designed to be completed in 6 weeks time.

#### STUDY GUIDE

1. THE LEGAL CONTEXT OF EMPLOYMENT DECISIONS
2. RECRUITING
3. ETHICAL DILEMMA

### 4. INTERVIEWING TECHNIQUES

#### EXAMINATIONS & GRADING

Students should refer to Instructor's messages for weekly writing assignments and discussion questions. Participation will be graded as follows:

90-100% = A  
80-89% = B  
70-79% = C  
Below 70% = Fail

ONE TIME ALL INCLUSIVE FEE: € 380