Quality Interviewing (Third Edition)

Course Number: AX084–134
Days: Self-study
Prerequisites: None
Description: Avoid the seven unforgivable mistakes of interviewing. Use this concise, quick-read book to help you master the interviewing process and make sound hiring decisions you won't regret. You'll learn how to easily assess strengths and weaknesses, and what to look for in a prospective employee. It's just as invaluable for job seekers!

Topic-Level Outline

Part 1: Planning for the Interview
Objectives
Equal Employment Opportunity Considerations
Illegal Employment Practices
Meet Some Successes and Failures
The Importance of the Selection Interview
Interview Styles
Interviewer's Self-Assessment
How to Define Job Requirements
Job Specifications Worksheet
Case 1: Mary Ann's Replacement Problem
How to Prepare an Interview Action Plan

Part 2: Conducting a Quality Interview
Gaining the Applicants' Cooperation and Confidence
How to Gather Job-Related Data from Applicants
Case 2: The Silent Candidate
Questions That Yield Pertinent Information
Using Probes in Interviewing
Practicing with Questions
Satisfy the Applicant's Need for Information
Case 3: The Unproductive Salesperson

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Course Outline

Part 3: Evaluating the Candidates and Making the Best Decision
   General Principles Governing Applicant Evaluation
   How to Evaluate Candidates Objectively
   Comparison of Candidates to Position Requirements

Part 4: Reviewing What Has Been Learned
   Review of the Dynamics of Interviewing
   Candidate Disposition
   Case 4: What Should You Tell Joy Jensen
   Seven Unforgivable Mistakes
   Reading Review
   Reading Review Answers
   Develop a Personal Action Plan
   Voluntary Contract
   Author's Suggested Answers to Cases
   Author's Responses to Practicing with Questions

Appendices
   Discriminatory or Non–Discriminatory
   Information Needed by the Applicant
   Checking References
   Bibliography and Resources

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