

Interviewing Skills



Agenda

1. Preparing for an interview
2. Conducting the interview
3. Closing the interview
4. Body Language in Interviews



Section 1 - Preparation



Identifying Competencies



Sample Competency Model

Sample competency model



Activity

Conduct an interview for the position

Observers are to use the evaluation sheet to
evaluate the interview





Preparing Questions for the Interview

- Be sure to write out a list of questions in advance
- Find out whatever information you can about the person you're interviewing
- Decide which questions are highest priority if time runs short



Preparing Questions for the Interview

- Decide what your goals are for the interview
- In case of a Panel Interview, decide on duties for each member
- All the members of the Panel Interview, should be aware of the questions that will be asked

Activity

- Prepare questions to test competencies for the role



Section 2 – Conducting the Interview





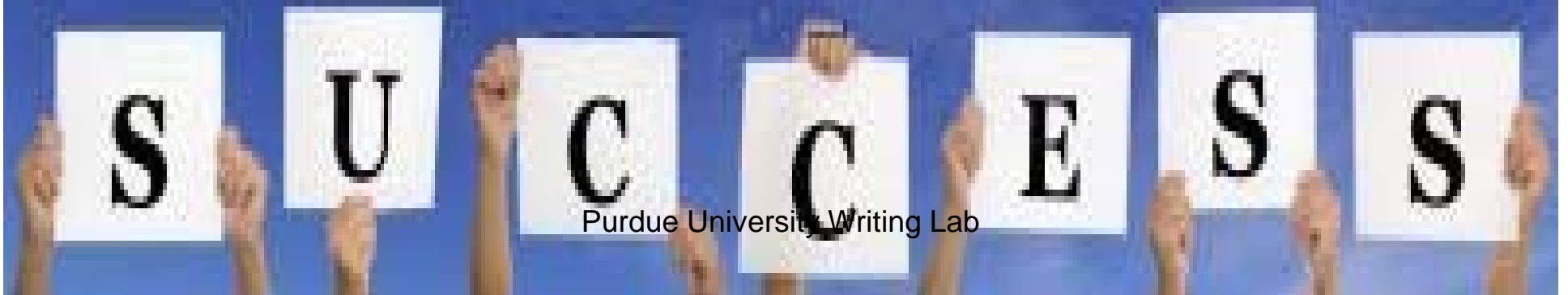
Opening an Interview

- While opening an interview, your purpose is to put both you and candidate at ease , and set the stage for an open conversation
- There are four steps you should complete when opening the interview:
 - Start with a greeting
 - Build rapport
 - State the agenda
 - Ask for acceptance



Kinds of Questions

Acceptable & Unacceptable Questions





SPIIL Questioning Technique

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