

HIRING SKILLS

S. No.	Module	Training Objective	Content	Method(s) of Instruction	Rationale	Duration
1	Introductions	To give participants an overview of the Training Program; allow participants to set ground rules during training and formulate collective training objectives	Icebreaker Setting expectations	Four-squares Exercise Instructor-led Training (ILT)	Set the context for the training program in order to effectively manage expectations	45 mins
2	Understanding core competencies	To enable participants to effectively cull out core competencies based on a job role	o Determining the core competencies – both technical and functional Knowledge Skills Attitudes Credentials Experience o Prioritizing competencies o Identifying the role of the candidate in the team	Team Activity: Identifying core competencies for a sample job role ILT	Participants will be able to use these skills to decipher core competencies while reviewing CVs	60 mins
Break						
3	Preparing for the interview	To enable participants to effectively prepare for interviews for various job roles by preparing questions that elicit competencies and behaviour patterns	Effective use of questions Types of Questioning Factual Questions Questions about Opinions and Feelings Imaginative Questions Exploratory Questions Acceptable and Unacceptable Questions	Team Activity: Preparing questions to test core competencies Team Brainstorming: Preparation of an interview checklist ILT	Participants will have a list of questions that they can draw from when they conduct interviews after completion of the training	90 mins
Lunch						
4	Conducting the Interview	To enable participants to effectively conduct interviews while ensuring they test for competencies and behaviour patterns	Opening an interview Building rapport Gathering information Giving information Closing an interview	Interview simulations Role plays of challenging scenarios	Participants will understand good practices during the various stages of the interview and some will also be given feedback on their style of interviewing	120 mins
Break						
5	Behavioural questioning - SPIL technique	To enable participants to effectively understand and implement the SPIL questioning technique to understand behaviour patterns in interviews	o Questioning Technique S – Situation P – Perception I – Intervention L – Learning	Paired Role Plays: Using the SPIL technique	Participants will learn to use the SPIL questioning technique to question the candidate about experiences that give insights into his/her behavioural patterns	30 mins
6	Listening and non-verbal communication in interviews	To enable trainees complement positive body language with verbal communication to get business messages across more effectively; understand negative body-language patterns and their effects.	Having the right body language while interviewing Reading the body language of the interviewee Having the appropriate tone while interviewing Importance of listening skills while interviewing Managing Bias when handling interviews	Movie Clip: Negotiator - Body Language Team Brainstorming: Body language patterns to watch out for in interviews ILT	Participants will learn body language patterns that candidates may use while ensuring they read between the lines when listening	45 mins
7	Closing and Summary	To facilitate the creation of action plans by the participants	Action planning	Action Planning: Individuals write their action plans for improvement while conducting interviews	Participants will list down key areas that they would like to focus on in order to improve their interviewing skills	15 mins