

CONDUCTING VIRTUAL INTERVIEW



Dr. Harjit Sidhu (Ph.D, IHA, FCCA, NLP)
International & Transformational Trainer
NLP Master Trainer

- Explore WASP model
- Techniques of Questioning..plus free Questions Bank!!Scoresheet to assess candidate
- Rapport building techniques
- Techniques to detect deception & concealment during Interview!

FEBRUARY 22 & 23, 2021 || BDT 2,000/- +VAT

Book Now

OVERVIEW

This program which is a webinar/online training yet intensive and power packed workshop that covers Interviewers the much desired techniques and methodologies in achieving the above, devising questions in interview that would reveal the competency of candidates as well as ‘reading’ and conducting interviews beyond physical appearance. The competency-based interviewing technique within your selection interviews will help you identify those that will perform well within your team.

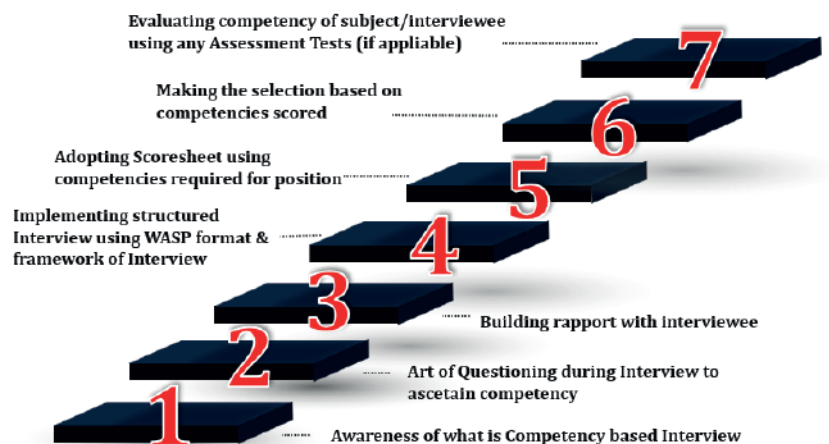
Sometimes ‘what you see is not what you get’, and to reverse the process of hiring may be too late or difficult. Customized especially for these officers who seek beyond conventional interviewing techniques and looking for something new. These real hands on techniques and tips would put you ‘way above the rest’ in terms of conducting interviews and knowing your subject well.

LEARNING OBJECTIVES





At the end of this course, you will explore the objectives on how to:

- Identify competencies needed for the position and hence preparation for the interview
- Evaluate and group data linked to a competency
- Use WASP methodology as a guide to conduct the interview
- Ability to scan the candidate via various techniques
- Use competency based interviewing techniques
- Make objective selection decisions based on evidence acquired
- Questioning techniques to get the right information out – Questions bank (based on scenarios)
- Art of questioning to obtain vital information about candidate
- Understanding advanced body language in order to ‘read’ subjects or interviewees.
- Ability to detect ‘deception’ during interviews

Overview of this Competency Based Interviewing Technique program



Course Outline

Topic	Sub-topic (what is covered)
What is of Competency Based Interviewing	<ul style="list-style-type: none"> • What are competencies and defining them prior to the interview session • Competency frameworks and how they benefit the organisation and their people • Different types of competencies for different Divisions • Short presentation and group discussion
Competency Based interviews – The Framework 	<ul style="list-style-type: none"> • Format and techniques of a competency based interview • Reminder of the WASP interview structure • Preparing the candidate for a competency based interview • Time and structure needed to explore each competency • Use of competency based interview guide
Identifying the COMPETENCIES	<ul style="list-style-type: none"> • Being clear about what are competencies required each position • Various competencies explored in different scenarios • Gather predictive information 
THE INTERVIEW PROCESS: The Art of Questioning during the Interview	<ul style="list-style-type: none"> • Realizing the power of 'Right Questioning' • Competency based questions to be asked during interviews • How to phrase questions during interview or investigations • The various forms of Questioning • Takeaway: Question Banks in various competencies
THE INTERVIEW PROCESS part 2: Observations during interview (Behavioural aspects) 	<ul style="list-style-type: none"> • Studying the Body Language • Emotional state of the subject: Consistency and Contradiction • Signs of deception • Being defensive and other indicators • Reading the Subject
Dos and Don'ts during the Interview	<ul style="list-style-type: none"> • Guidance on what SHOULD be done during interview • Things, questions and behaviour to be avoided during interview • Common mistakes done by interviewer • What reinforces the interview • Soliciting the desired candidate • Practicing skills of interviewer, note taker and observer
Making the Selection Decision: Evaluating and rating evidence	<ul style="list-style-type: none"> • Using a rating scale • Recommending the next stage in the selection process • Trainer tips presentation, exercise in trios to review and evaluate candidate responses and assign a rating, whole group review of candidate ratings and recommendations 

Concluding the interview and determining the outcome

W-A-S-P Interview

<i>Welcome</i>	Put the candidate at ease	<ul style="list-style-type: none"> » Greet Candidate » Introduce yourself » Chat
<i>Ask</i>	Collect information	<ul style="list-style-type: none"> » Ask questions » Probe » Observe
<i>Supply</i>	Give Information	<ul style="list-style-type: none"> » Answer questions about company, culture etc
<i>Part</i>	Close the interview	<ul style="list-style-type: none"> » Decide further course of action » Commit on a date

Key Learning Behaviours from this program

Able to conduct a professional interview (the format & structure)

Knowledge on what to ask (Questions) during Interview (with Competency in mind)



Ability to **READ the candidate** (body language) including **detecting Deception**

Able to **make selection based on competency** (clear about what competencies expected)

Ability to build rapport and use the **WASP model of interviewing.**