



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Quality Interviewing (Third Edition)

Course Number: AXO84-134

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

Part 3: 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

Part 4: Evaluating the Candidates and Making the Best Decision

General Principles Governing Applicant Evaluation
How to Evaluate Candidates Objectively
Comparison of Candidates to Position Requirements

Appendices

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

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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