



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 - Interviewing Skills (First Edition)

Course Specifications

Course Number: AX084–130

Course Length: 1 (5 hours 30 min.)

Prerequisites: None

Description: This ILT Series course teaches students the fundamentals of interviewing. Students will prepare themselves to interview a prospective employee by identifying the necessary skills and the type of personality that will fit best in the company. Students examine the guidelines for interviewing candidates, researching references, handling difficult candidates, evaluating candidates, choosing objectively, and appropriately following up with all interviewees. Course activities also cover understanding the laws regarding interviewing and selection—equal employment opportunity, pregnancy discrimination, disabilities, and immigration status—and functioning within their parameters. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure student success.

Topic-Level Outline

Unit 1 : Fundamentals of interviews

Topic A: Importance of interviewing skills

A–1: Identifying types of interviews

A–2: Understanding pre–employment testing

Topic B: Success factors

B–1: Identifying success factors

B–2: Defining a job

B–3: Analyzing and defining the culture

- B–4: Writing success factors
- B–5: Using the Success Factor Worksheet
- B–6: Finalizing success factors

Unit 2 : Planning and preparing

Topic A: Planning for an interview

- A–1: Analyzing a candidate's resume
- A–2: Identifying lead questions
- A–3: Identifying sample lead questions
- A–4: Planning an agenda
- A–5: Customizing an interview

Topic B: Preparing for an interview

- B–1: Preparing the office
- B–2: Ensuring privacy
- B–3: Identifying personality styles
- B–4: Scoring your personality type

Unit 3 : Handling and conducting

Topic A: Handling an interview

- A–1: Identifying types of candidates
- A–2: Understanding the importance of silence

Topic B: Conducting an interview

- B–1: Opening the interview
- B–2: Gathering information
- B–3: Closing the interview
- B–4: Taking notes
- B–5: Identifying effective communication techniques

Unit 4 : Evaluating and deciding

Topic A: Evaluating a candidate

- A–1: Identifying types of bias
- A–2: Evaluating a candidate

Topic B: Making a decision

- B–1: Ranking a candidate

Unit 5 : Following up

Topic A: Following up after an interview

- A–1: Finding the appropriate candidate
- A–2: Identifying steps to follow up
- A–3: Understanding self-evaluation

Unit 6 : EEO guidelines

Topic A: EEO guidelines

- A–1: Understanding EEO laws
- A–2: Conducting pre–employment inquiries
- A–3: Identifying general principles
- A–4: Identifying key EEO terms

Topic B: Non–discriminatory interview questions

- B–1: Identifying appropriate questions
- B–2: Disqualifying candidates

Unit 7 : Federal laws

Topic A: Americans with Disabilities Act

- A–1: Understanding the Americans with Disabilities Act
- A–2: Understanding reasonable accommodation
- A–3: Identifying key points
- A–4: Identifying permitted and prohibited questions
- A–5: Answering questions

Topic B: Immigration Reform and Control Act

- B–1: Hiring employees
- B–2: Understanding Form I–9

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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