

**Soft-Train**



*At Soft-Train  
Technology Works*

# Interview Techniques (2 Days)

**COURSE GOAL:** To teach a student the most efficient techniques of interviewing for making excellent hiring decisions.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Understand the challenges of the recruitment process.
- Prepare for the interview process.
- Ask competency-based questions.
- Understand the components of an interview.
- Document an interview.
- Conduct background and reference checks.

**KEY TOPICS:**

**I. Interview Preparation**

- A. Questioning Techniques
- B. Communication and Listening Techniques
- C. Non-Verbal Communication and Body Language
- D. Interviews

**II. Interview Process**

- A. Job Analysis, Design of Work, and Exit Interviews
- B. Recruitment and Selection
- C. Performance Appraisal
- D. Attendance and Absence Management
- E. Discipline and Grievance Management
- F. Accident Investigation