

**Soft-Train**



*At Soft-Train  
Technology Works*

# Interview Techniques (2 Days) ST00062

**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 behavior-based questions.
- Understand the components of an interview.
- Document an interview.
- Conduct background and reference checks.

**KEY TOPICS:**

**I. Human Resource Self-Assessment**

- A. Calculating the Cost of Turnover
- B. Cycles of Satisfaction
- C. Cycles of Employment
- D. The Recruitment Funnel

**II. Pre-employment and Recruitment Tools**

- A. Preliminary Tools
- B. Recruitment
- C. Sample Hiring Process and Flowchart
- D. Equal Employment Opportunity Commission Survey
- E. Equal Employment Opportunity Commission Applicant Data Record

**III. The Interview Process**

- A. Preparing for the Interview
- B. Candidate Interview Worksheet
- C. Behavior Interviewing Guide
- D. Setting Interview Schedule

**IV. Conducting the Interview**

- A. Best Practices for Conducting Interviews
- B. Legalities of Interviewing
- C. Gut Wrenchers: 50 Toughest Questions You will Get or Ask
- D. Interview Questions by Category
- E. The Five Most Common Interviewer Errors

- F. Red Flags and Warning Signs
- G. Interviewing the Interviewer

**V. Assessment**

- A. Matching People to Jobs
- B. Behavioral Assessment
- C. Using the Candidate Assessment Form
- D. Understanding the Assessment Form

**VI. Checking References**

- A. Negligent Hiring – What is It?
- B. The Reference Check Process
- C. Reference Check Questions
- D. Using The Reference Check Responses to Make the Hiring Determination

**VII. Drug Testing**

- A. Information on Drug Testing in the Workplace
- B. Types Of Drug Testing
- C. When to Do Drug Testing
- D. Actions to Take When Drug Testing Results are Positive

**VIII. Immigration**

- A. The I-9 Form – Employment Eligibility Verification
- B. Types of Acceptable Forms of Identification
- C. Types of U.S. Visas
- D. Filing of Completed I-9 Forms

**IX. Benefits**

- A. Standard Benefits Packages
- B. Health Insurance Plans
- C. Employee-Sponsored Retirement Plans

- D. Paid Time Off vs. Vacation
- E. Other Time Off and Leaves

**X. New Employee Orientation**

- A. What to Cover in Employee Orientation
- B. Touring Your Organization
- C. Make the First Day Go Smoothly
- D. New Employee Paperwork

**XI. Federal Labor Laws**

- A. Employment Classifications
- B. Federal Labor Laws by Number of Employees
- C. The Most Pertinent Laws Defined
- D. Required Labor Law Postings

**XII. Performance Management**

- A. Performance Review and Development
- B. Conducting Performance Reviews
- C. Employee Perception Surveys
- D. Employee Retention Toolkit

**XIII. Discipline, Termination, Reductions in Force, and Exit Procedures**

- A. Exit Procedures
- B. Progressive Discipline
- C. Reductions in Force, the WARN Act, and COBRA
- D. Exit Procedures

**XIV. Leadership and Action Planning**

- A. Transform Your Management Team Into a Leadership Team

- B.** 10 Guidelines for  
Conducting Effective  
Leadership Team Meetings
- C.** Human Resource Action  
Plan
- D.** Human Resource  
Strategic Action Plan