



Interviewing Skills Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

Our Interviewing Skills Course has been designed to help learners enhance their existing skills and prepare and conduct interviews in a dynamic and thought-provoking way.

Our one-day **Interviewing Skills** training programme looks closely at all stages of the interview process with particular focus on conducting the interview and how to obtain the relevant information from the interviewee **through skillful questioning, probing and listening techniques**. There will also be an emphasis on **competency-based interviews** and how to prepare questions based on the competencies needed for the given job.

At the end of the course each learner will have **the knowledge and skills necessary to perform effective interviews** ensuring that the **selected candidate is the best fit for the job**.

All of our training sessions are highly interactive and include facilitated discussions, group workshop activities, case study and role play exercises.

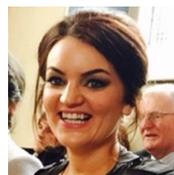
"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastics



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose Our Interviewing Skills Course

DCM Learning's Interviewing Skills Course aims to develop the knowledge and skills necessary to perform effective interviews ensuring that the selected candidate is the best fit for the job. Learners will look closely at all stages of the interview process, focusing on conducting the interview and how to obtain the relevant information.

Specific reasons to choose this course:



Experienced: We have trained over 234 individuals successfully in Interviewing Skills over the last two years.



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced Training Team: Our trainers are Training Practitioners with years of industry experience as well as vast training experience.



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

You're in Good Company

We have delivered the Interviewing Skills programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.



Banc Ceannais na hÉireann
Central Bank of Ireland
Eurosystem



INTERNATIONAL





Interviewing Skills Course Outline

COURSE OVERVIEW

The aim of this one-day course is to develop the knowledge and skills necessary to perform effective interviews ensuring that the selected candidate is the best fit for the job.

During the course learners will look closely at all stages of the interview process with particular focus on conducting the interview and how to obtain the relevant information from the interviewee through skillful questioning, probing and listening techniques. There will also be an emphasis on competency-based interviews and how to prepare questions based on the competencies needed for the given job.

LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Be aware of employment laws that are relevant when interviewing candidates
- Understand the purpose and benefits of competency based interviews
- Clearly define required competencies and develop job and candidate specifications
- Devise a rating system and scoring sheets to measure candidates against the required criteria and competencies needed for the given job
- Prepare competency based interview questions
- Utilise effective questioning and listening techniques during interviews
- Overcome challenges commonly faced in the interview process
- Follow a best practice, structured approach to evaluating and selecting the right candidate

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Contents

TOPIC 1: AN INTRODUCTION

- Interviewing techniques
- How to complete an effective job analysis to define the recruitment process
- Legal matters - employment law and avoiding discrimination
- The role of the interviewer (HR versus Line Managers)

TOPIC 2: BEFORE THE INTERVIEW

- Preparing the interview room - selecting time and venue, room layout
- Developing job and candidate specifications
- Translating the job specification into the rating sheet competencies
- Preparing for the Interview - competency based questions and general questions
- Devise a rating system and scoring sheets to measure candidates against the required criteria
- Reading CV's and short-listing applicants

TOPIC 3: CONDUCTING THE INTERVIEW

- Opening the Interview
- Note taking during the interview
- Effective Communication Skills -verbal and non-verbal
- Questioning Techniques/Do's and Don'ts - Open / Closed / Probing / Hypothetical Questions
- Phrasing competency based questions and probing for answers
- Sources of Error in Interviews - personal bias; halo effect; interviewer fatigue etc.
- Closing the Interview



Course Contents

TOPIC 4: AFTER THE INTERVIEW

- Evaluating candidates - reviewing candidate performance against the rating system
- Maintaining objectivity and consistency of ratings
- Providing candidate feedback



Andrew Gibson

Associate Director

Andrew is an accomplished training consultant with a practical and thought-provoking approach, yet he is entertaining and engaging. Through industry experience he has acquired the knowledge and skills of successful management and recruitment and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioral Psychology means he is best placed to understand organizational change doesn't happen overnight and isn't always easy.

Andrew has huge experience in training clients in complete end to end recruitment including reviewing CV's and experience requirements, checking candidate references, conducting background checks and coordinating technical assessments and interviews.

On a recent project Andrew delivered Competency based Interviewing Skills training to over 90 staff in HSE Finance. Working closely with the Organisational Lead, Caroline Farrell, Andrew designed a bespoke course, delivering it a number of times for several groups of HSE staff.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- Member of the International Mediation Institute (IMI) and an IMI Certified Mediator
- Member of the IMI Appraisal Committee; the role of this committee is to manage and approve new qualifying assessment programmes

"Please feel free to use me as a reference for anyone considering it. Andrew was an expert facilitator who made the course very enjoyable. I'm delighted I did it!"

ARTHUR COX

Alan Grogan, Programme Manager, Arthur Cox



Ger Ahearne

Training Associate

Ger Ahearne is an established progressive and successful training consultant who designs, develops and delivers bespoke training.

She has lectured and trained hundreds of participants in educational establishments, voluntary sector organisations and private companies.

Ger has a strong academic background, extensive practical experience, and excellent communication skills. Her courses are well prepared, provide solid content and above all are enjoyable. She has the ability to help learners grow in confidence and to achieve things they never thought they could in order to reach their true potential.

Some of Ger's achievements include:

- Diploma in Teaching, Learning & Assessment (level 9) from Athlone Institute of Technology
- Diploma in Digital Marketing (level 5) from Irish Times Training
- MA in Management in Education - First class Honours from Waterford Institute of Technology
- Foundation Diploma in Training and Education from NUI Galway
- Diploma in Promotion Management from Dublin Institute of Technology
- Certificate in Advertising Studies from Dublin Institute of Technology
- BA - English & History from UCD

" The training with Ger was fantastic, she's really great! It was very interactive and having worked and trained here for over 10 years, I still learned a lot, that's always a great sign."

Jared Robinson, EUS Team Lead, Boston Scientific





Inhouse Training, One Size Doesn't Fit All.

Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

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Centre

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