

Learn Best Practice *Interview Techniques*

Interview Expert is an online, self-paced training system designed to provide best-practice interview techniques and training for hiring managers. Complete with video vignettes, illustrations and self evaluation components, Interview Expert is a highly scalable and less expensive alternative to traditional face-to-face training of interviewers. Interview Expert is SCORM and AICC compliant and contains two courses - Legal Coach and Skills Coach which combine to provide a standardized behavior-based approach to interviewing with a focus on EEOC and ADA compliance.

Conduct Legally Compliant Interviews with Legal Coach

Legal Coach discusses hiring practices and laws which prescribe actions to ensure discrimination does not take place with regard to race, color, religion, sex, national origin, age or disability. Improper areas of questioning and legally acceptable alternatives to interview questions are discussed, and interviewer trainees will get a good understanding of the legislative and cultural differences when recruiting in the global arena.

Enhance Interviewing Techniques with Skills Coach

Skills Coach discusses behavior-based interviewing techniques (SBO—Situation, Behavior, Outcome), a fair and job-related approach to interviewing applicants. Interviewer trainees will learn how to prepare, structure and conduct an interview, and will be trained on effective questioning and probing skills. They will also learn to evaluate interviewee responses in order to make informed selection decisions.

Practice New Skills with Vignettes

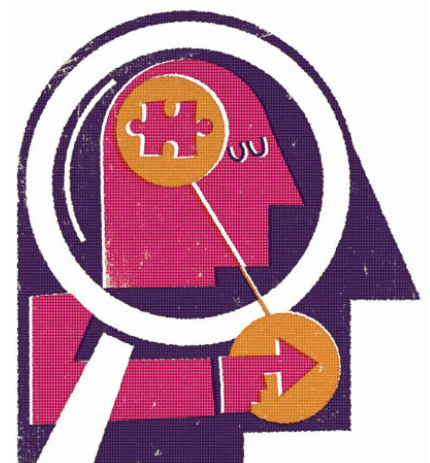
Once new skills are learned, they can be applied via practice scenarios. Interview Expert offers real-life situations where users answer a series of questions to show they've learned the proper interviewing techniques.

Test Knowledge with Final Assessments

Final assessments are delivered at the end of each course to test the interviewer's knowledge. Interviewer trainees must pass the Legal Skills assessment to be certified to interview, and they can take the assessment as many times as needed to pass. The Interviewing Skills assessment is optional, but can be made mandatory. Alternatively the overall assessments can be used as a pre-test to guide the learner to particular modules.

Also available from SHL is InterView, our interview guide builder that provides an online library of interview questions directly linked to a wide selection of specific job competencies.

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Additional Resources at Your Fingertips

The course also includes a Resources Module with additional material drawn from key sources such as the Successful Manager's Handbook, ADA and EEOC guidelines.

InterView Expert Course Outline

Legal Coach

Course topics include:

Welcome

Module 1: Equal Employment Opportunity (EEO) Law

Module 1 identifies key rules and guidelines of EEO law, and recognizes content areas that should be avoided in a legally compliant interview.

Module 2: Obtaining Information Without Violating EEO Law

Module 2 points out improper areas of questioning based on an applicant's resume and helps identify acceptable alternatives to illegal interview questions.

Module 3: Practice: Appropriate Questioning

Module 3 helps learners practice asking legally appropriate interview questions.

Assessment

An overall assessment is provided to test the learners' mastery of the course material.

Skills Coach

Course topics include:

Introduction

Module 1: Understanding Job Related Competencies

Module 1 helps learners understand that the best predictor of future behavior is past behavior in similar circumstances.

Module 2: Preparing for the Interview

Module 2 effectively prepares learners for an interview by gathering all necessary information.

Module 3: Opening and Structuring the Interview

Module 3 shows learners how to open the interview with appropriate small talk to create a favorable impression, and teaches them how to structure the overall interview session.

Module 4: Gathering Information

Module 4 helps learners ask behavioral description questions and avoid illegal question pitfalls.

Module 5: Telling, Selling, and Closing

Module 5 teaches learners to close the interview with a proper tell, sell, and close statement.

Module 6: Evaluating Behaviors

Module 6 helps learners observe, interpret, and evaluate information gained during the interview.

Module 7: Practice Interview

Module 7 helps learners practice effectively conducting a complete interview.

Assessment

An overall assessment of the learners' mastery of the course material is provided.

Resources

Valuable resources for managers undertaking behavioral interviewing are provided.

To learn how your organization can put InterView and Interview Expert to work for you, please contact your SHL account manager or call 800-367-2509.



Assessments
in more than
30 languages

Organisations that understand and maximize their people's potential achieve outstanding results. SHL gives you the insights to make better decisions about your people.

**We call this People Intelligence,
Business Results.**