

## **Interview Skills**

This course is essential for any Councillor who interviews as part of their role - including those who are involved in recruitment and selection, discipline, tribunals, appeals and day-to-day meetings with members of the public.

The workshop is suitable for experienced interviewers who require a refresher, or for those who are newer to the information gathering role.

### **Programme Objectives**

By the end of this session delegates will be able to:

1. Explain the types and objectives of interviews
2. Develop an interview framework
3. Use different types of questions and advanced communication techniques to gain high quality information from interviewees
4. Describe the importance of non-verbal behaviour and tonality when collecting information.

### **Further information**

The course content includes how to develop an interview framework, ways of building rapport with the interviewee(s) and how to gain good quality information as part of the process.

**Duration:** Two hours