

## Interview Skills

This course is ideal for managers or members of staff who conduct information-gathering meetings as part of their role.

The programme is suitable for experienced interviewers who require a refresher, or for those who have not received formal training and are new to the process.

### Programme objectives

By the end of this programme, delegates will be able to:

1. Explain the types and objectives of interviews
2. Plan and prepare for an interview
3. Develop an interview framework
4. Use different types of questions and advanced communication techniques to gain high quality information from interviewees
5. Describe the impact non-verbal behaviours have from the interviewer and interviewee perspective.

### Further information

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

**Duration:** Half day refresher – or one day full programme