



## Interviewing Skills - 2 days

### Description

This interactive workshop provides an opportunity to learn the different phases of interviewing: preparation and planning, conducting an interview, and follow-up. It also provides role-playing exercises that enable participants to apply and refine their interviewing skills. NOTE: This course does not cover recruitment interviewing.

### Audience

IT professionals who gather and assess information. The workshop can be customized for other professionals.

**Prerequisites:** None

### Objectives

After completing this course, participants should be able to:

- Evaluate the importance of interview planning and preparation
- Describe techniques for effective information gathering
- Design questions to facilitate the interview process
- Develop interview goals and define outcomes
- Structure and conduct interviews
- Identify interpersonal factors that can contribute to successful interviews

### Course Topics

#### Introduction

#### Positioning Interviewing Skills

#### Planning and Preparation

- Planning
- Collecting information
- Reviewing charts
- Preparing to interview
- Compiling questions
- Reviewing questions

#### Conducting the Interview

- Interviewing skills
- Preparing to interview
- Conducting the interview
- Reviewing the interview

#### Following the Interview

- Follow-up actions
- Evaluating information
- Cross-checking information

#### Conclusion

#### Post-workshop assessment