

INTERVIEWING SKILLS FOR LINE MANAGERS



Management & Leadership Course

LEARNING OUTCOMES

- Develop the core skills needed for effective interviews, including preparation, listening, observation, and creating a professional environment.
- Understand different interviewing methods, such as structured, competency-based, behavioural, and strength-based approaches, and when to apply them.
- Learn the key stages of an interview, from planning and opening through evaluating responses and closing.
- Apply the ORCE model to make objective, evidence-based decisions and assess candidates fairly.

COURSE OVERVIEW

This practical course equips line managers with the skills and confidence to conduct effective and professional interviews. Participants will learn how to plan and structure interviews, apply a range of questioning techniques, and use the ORCE model to support objective and informed decision-making. The course also introduces competency-based interviewing methods to help identify the right candidates while ensuring a fair and consistent process. Designed specifically for managers involved in recruitment, this program builds the capability to conduct productive interviews that lead to better hiring outcomes.

TOPICS COVERED IN THIS COURSE

Introduction to Interviewing

Explore different types of interviews, their objectives, and how each supports effective recruitment and selection.

Legal and Ethical Considerations

Understand the legal implications of recruitment decisions and ensure compliance throughout the selection process.

The Interview Pathway

Learn the seven key stages of a structured interview and how to guide candidates through each step effectively.

Core Interviewing Skills

Develop essential interviewing skills, from preparation and questioning to active listening and note-taking.

Questioning Techniques

Apply a variety of questioning methods, including strength-based and behavioural questions, to assess capability and experience.

Role of Job Descriptions and Specifications

Understand how to link candidate engagement, capability, and experience to the job requirements.

Competency-Based and Objective Assessment

Practise competency-based interviewing and use the ORCE model to make fair, evidence-based selection decisions.

Handling Difficult Conversations

Learn the structure and process for conducting disciplinary and counselling interviews with professionalism and sensitivity.