

## ***Selection Criteria and Interview Skills***

***This practical one day workshop covers writing a job application which meets selection criteria and helpful interview techniques.***

We all need to apply for jobs from time to time. This can be a daunting and stressful experience but if you know what you are doing you will reduce the stress and give yourself a much better chance of success. In this practical workshop, attendees examine staff selection criteria in order to define the tasks and information required by them in written response. Participants will mind map their ideas and responses in order to create a logical and persuasive resume. They will then participate in an interview both as an applicant and as an interviewer. This will give them the experience and confidence to approach their interviews in a positive frame of mind.

The workshop is run in manageable classes of 12-15 people. The interview session in the afternoon is conducted in groups of four with a second trainer experienced in scribing. You will be given feedback on your demeanor, response to questions, asking of questions, ability to relate to the panel and other issues important to gaining a position.

### **Selection Criteria**

- How to research the position
- Generic selection criteria
- The structure of a winning resume
- How to write a cover letter
- Marketing yourself
- Use of referees
- Choice of content – accentuate the positive
- Appropriate language
- Appropriate tone
- Writing in Plain English
- Presentation – use of pictures, references

### **Interview Skills**

- Making a good first impression
- Speaking slowly, clearly and projecting your voice
- Making eye contact with all panel members

- Addressing the questions asked
- What to say and what not to say
- Emphasising your good points
- Keeping to the point
- Overcoming nerves
- How to appear more confident
- Projecting a “can-do” attitude
- What questions to ask
- Finishing the interview

In the interview session, attendees will act in the role of applicant and board member. This will give them the opportunity of understanding the process from both sides.

Please bring your resume with you and if relevant, your own selection criteria.

## **Presenter – Sue Willis**

Sue Willis has many years experience developing and delivering training in writing skills and a variety of communication topics. Sue worked within the Australian Public Service for over 20 years, including seven years in the Human Resource Development area of the former Department of Industry, Science and Technology. She was involved in interview techniques training while at DIST.

Sue has been a senior Training Consultant for Acorn for two years and in that time has run many workshops in topics related to communication skills. She has conducted training for many organisations including the Department of Foreign Affairs and Trade, Defence, ATO, National Gallery, National Library, Audit Office and ComSuper.

Sue has an accreditation in the Certificate IV in Workplace Training and Assessment. The combination of Sue’s training expertise and her involvement in the Public Service gives her a unique understanding of the standard and demands placed upon communication within the APS system and the requirements of staff for positional changes.

## Enrolment Form – Selection Criteria and Interview Skills

ABN 34073999185

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

**Venue:** Acorn Training Centre, 74 Townshend St, Phillip, ACT  
**Workshop dates:**  
**Time:** 9.00 a.m. to 4.45 p.m.

Attendee	Email Address	Date of Workshop
1.		
2.		
3.		
4.		
5.		
6.		
<b>Organisation</b>		
<b>Branch/Division</b>		
<b>Address</b>		
<b>Phone #</b>		
<b>Fax #</b>		

### **Payment Details**

Total price \$745x \_\_\_\_\_ attendees = \$ \_\_\_\_\_ \$695 early bird price (early bird applies to three weeks before the date of the workshop).

#### **1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_  
 Expiry date \_\_\_\_\_

#### **2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the workshop. Cancellation is accepted more than seven days prior to the workshop date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day may incur an administrative fee. We suggest you send a substitute if you can't come at the last minute.