



Interviewing Skills for APS Panel Members

One Day Workshop

This workshop concentrates on the interview techniques that get specific, behaviour-based examples of past performance; and the strategies that follow through on this process. This workshop takes the behavioural interview even further with a discussion of communication techniques and the use of other types of interview questions.

How You will Benefit:

- Develop a fair and consistent interviewing process for selecting employees.
- Use traditional, behavioural, achievement oriented, holistic, and situational interview questions.
- Enhance communication skills that are essential for a skilled recruiter.
- Effectively interview difficult applicants.
- Check references more effectively.

Workshop topics:

- The cost of employing the wrong people
- Why use behavioural interview techniques
- How to get the information you need
- Communication skills
- Writing the interview questions
- Defensible resume screening
- Developing an effective interview format
- Ethical issues
- Interviewing techniques
- Asking questions and listening for answers
- Referee reports



Schedule

9:00 – 10:30	Introduction and Course Overview History of the Interviewing Process Traditional vs. Behaviour Interviews Other Types of Questions
10:30 – 10:45	Morning Tea
10:45 – 12:30	The Critical Incident Technique Listening for Answers Difficult Applicants
12:30 - 1:30	Lunch
1:30 - 3:00	Interview Preparation and Format Other Interview Techniques Scoring Responses Checking Referee Reports Skill Application
3:00 - 3:15	Break
3:15 - 4:30	Interviewing Barriers Non-Verbal Communication Types of Questions Scenario
4:30 – 5:00	Workshop Wrap-Up

Trainer

Sue Willis is an adult educator who has developed and delivered programs centred on communication skills for over 12 years. Prior to managing her own business, Sue worked in the Public Service for 20 years, including eight years in the Human Resources Development area of the then Department of Industry, Science and Technology.

One of Sue's strengths is her ability to quickly build rapport with her clients in order to bring about change. She is an enthusiastic presenter who consistently receives positive feedback from participants who thoroughly enjoy her programs. Sue has accreditation in the Certificate IV in Workplace Training and Assessment, as well as Myers Briggs type indicator accreditation. The combination of Sue's training expertise and her past involvement in the Public Service gives her a unique understanding of the standard and demands placed upon group work and meetings within the APS system.

Enrolment Form – Interviewing Skills for APS Panel Members

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

Venue: Acorn Training Centre: 74 Townshend St Phillip

Course date:

Time: 9.00 a.m. to 4.45 p.m.

Attendee's name	Email address	Date(of workshop)
1.		
2.		
3.		
4.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Total price \$595 x _____ attendees = \$_____ \$545 early bird price (early bird applies up 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 course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.