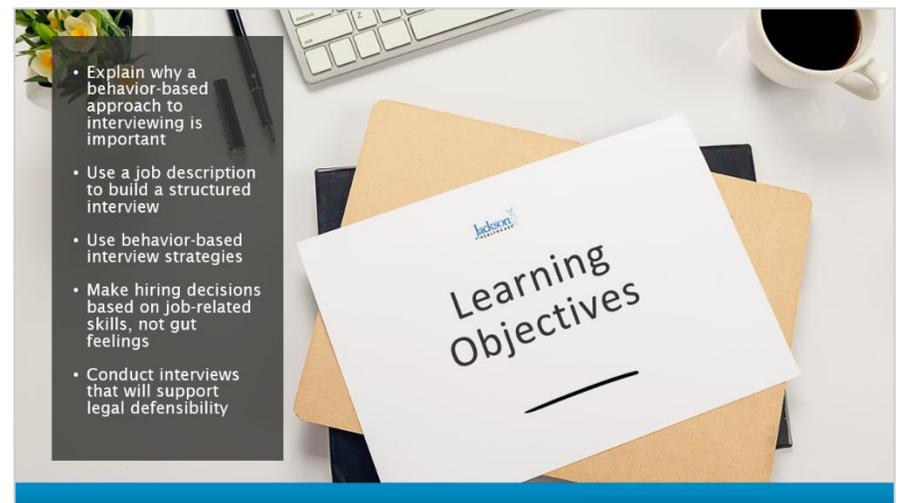


Course Name: More than a Gut Feeling

Course Purpose: Educate interviewers on how to make hiring decisions based on past behavior, not a “gut” feeling.

Target Audience: New managers with little to no interview experience.

Key Strategies: Use real-world job descriptions and conduct role play interviews to apply concepts learned.



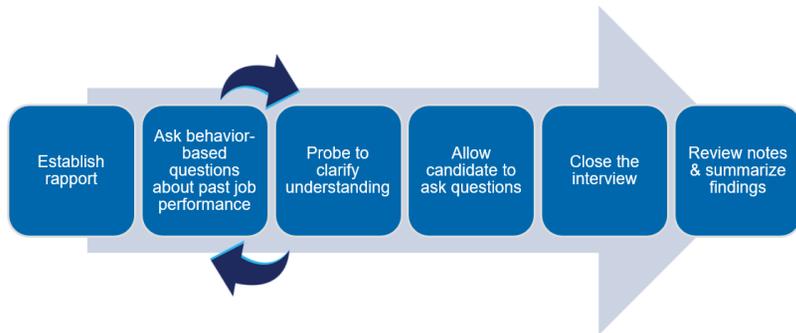
Agenda & Logistics

 8am - 12pm	 Two breaks	 Limit distractions
 Parking Lot	 Journal	 As needed

Identifying the Job Skills

Technical Skills <ul style="list-style-type: none">• Using specific kinds of machines, tools, or equipment• Using specific kinds of software• Performing mathematical calculations• Conducting market research	Performance Skills <ul style="list-style-type: none">• Making & being responsible for decisions• Following policies & procedures• Dealing with the public or customers in a positive manner• Interacting with other departments
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Six Steps to Conducting an Interview



Open vs. Close-Ended Questions

Close-Ended	Open-Ended
Do you like working with customers in your job?	What is your experience in a customer-facing role?
Did you like your last job?	What was your last job like?
Do you like working in a job with quotas?	What is your experience with working with quotas?

Four Types of Questions

Be sure to include:

- Rapport Building
- Open-Ended
- Probing
- Non-Question Questions

