

Mastering Interviewing Skills: Structure, Strategy & Professional Excellence

Course Duration: 1 Day

Additional Core Topics

1. Understanding the Company Culture and Role Requirements
2. Effective Communication Skills
3. Training on Interview Techniques
4. Building Rapport and Establishing Trust
5. Continuous Improvement and Feedback

Module 1: Foundations of Effective Interviewing

- Purpose of an Interview: Selection vs. Evaluation vs. Culture Fit
- Role of the Interviewer as a Decision Architect
- Understanding Bias in Interviewing
- Structured vs. Unstructured Interviews
- Interviewing as a Leadership Responsibility
- The Cost of a Wrong Hire (Business Impact Perspective)

Module 2: Understanding & Interpreting the Job Description (JD)

- Anatomy of a Job Description
- Translating JD into Competencies
- Identifying Must-Have vs. Good-to-Have Criteria
- Mapping Responsibilities to Measurable Behaviors
- Converting Technical Requirements into Interview Questions
- Identifying Cultural and Behavioral Expectations
- Creating a Competency-Based Interview Framework from a JD
- Red Flags in Poorly Written JDs

Module 3: Structuring Interview Questions

- Types of Interview Questions (Behavioral, Situational, Technical, Motivational, Value-Based, Case-Based)
- Designing Questions Using Competency Mapping
- Using the STAR Framework in Question Design
- Creating Tiered Questions (Basic → Advanced)
- Designing Follow-Up Questions
- Avoiding Leading, Biased, and Hypothetical Traps

- Building an Interview Question Bank
- Sequencing Questions for Flow & Psychological Safety
- Designing Panel Interview Questions
- Aligning Questions with Organizational Goals

Module 4: Probing Techniques – The Art of Depth

- What is Probing and Why It Matters
- Types of Probing (Clarification, Detail, Reflective, Contradiction, Silence)
- When to Use Probing
- When NOT to Use Probing
- Ethical Boundaries in Probing
- Maintaining Neutrality While Probing
- Balancing Depth with Interview Duration

Module 5: Professional Etiquette in Interviewing

- Interviewer Presence & Body Language
- Building Rapport Without Bias
- Professional Communication Tone
- Managing Difficult Candidates
- Handling Nervous Candidates
- Avoiding Discriminatory or Illegal Questions
- Respecting Confidentiality
- Cultural Sensitivity in Interviews
- Virtual Interview Etiquette
- Closing the Interview Professionally

Module 6: Evaluating Responses Objectively

- Behavioral Indicators vs. Personal Impressions
- Creating a Scoring Rubric
- Anchoring Ratings to Evidence
- Avoiding Halo & Horn Effects
- Documentation Best Practices
- Consensus in Panel Interviews
- Making Final Hiring Decisions