The employment market is predictably getting more and more sophisticated; employers and candidates both demand a lot of each other. Managers and executives who are required to recruit often find the exercise stressful. And yet, many staff resign within a year. This is a common syndrome; sad but true. This means that the whole weary process begins all over again — advertisement, shortlisting, interviews, selection, offer, induction, training…… a lot of executive time and expenses are taken up.

Effective interviews to select the right candidates will save a lot of headache and time, and boost general morale of staff and management alike.

**LEARNING OUTCOME**

At the end of this programme, you will have gained the following knowledge and learning:

- Structure an interview guide
- Establish rapport with applicant
- Conduct the interview in a structured manner
- Lead with facilitation skills
- Probe with creative questioning techniques
- Evaluate effectiveness of the interviewing skills

**DESIGN FOR**

- Problem-Solvers
- Managers
- Senior Managers
- Those leaders who need an innovative way of growing their business through this new innovative concept

**LEARNING METHODOLOGY**

- Throughout the workshop, there is a mix of lectures, role plays and activities, using the Integrative Learning System (ILS) approach to internalise the learnings of the workshop.
- Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn’s Learning Styles.
- EQ (Emotional Intelligence) will be emphasized here.

**PSMB SCHEME**

- SBL
PROGRAMME OUTLINE

Interviewing Skills
- Why important?
- Advantages of hiring right the first time
- Types of interviews
- Characteristics of a good interviewer

Interview Guide
- 6 steps to a structured interview guide
- Checklist of questions
- 5 key areas
- Alternative strategies
- Workshop: Interview guide

Interview Process
- Establishing rapport with applicant
- Conducting the interview
- 8 golden rules
- Selling the company’s image
- Workshop: Interview role play

Creative Questioning Methods
- When to be creative
- Being innovative on-the-spot
- Responding and expanding
- Secondary probe techniques
- Workshop: Being creative

Leading With Facilitation Skills
- Basic techniques of facilitation
- Effective ways to lead the questioning process
- Different approaches to personal styles
- Different approaches to interviewee’s responses
- Workshop: Finding your style

Evaluate Effectiveness
- Evaluation of interviewing skills
- Interviewer’s checklist

LEARNING FACILITATOR

Main Facilitator
Amy Wan Ratos, MMIM, MIM-CPT
MSc (Training & HRD) (Leicester University, UK),
Certified and Licensed Trainer in Emotional Intelligence (USA), BSc (University of North Carolina, USA)

Alternate Facilitator
Irene Choong Peck Foong, MMIM, MIM-CPT
M.B.A. (Training and HRD) University of Newport, USA B.A. (Hons) Universiti Malaya, Malaysia
Certified NLP Practitioner
Cert IV TAA (Australia)

For registration and further information,
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ADMINISTRATIVE DETAILS

FEES:
Member: RM1,470
Non-Member: RM1,770
(Inclusive of the 6% GST)

DURATION: 2 days  TIME: 9:00 am - 5:30 pm

DATES:
• 16-17 March 2016
• 16-17 November 2016

MIM reserves the right to alter the programme schedule and details without prior notification. Fees quoted are subject to terms and conditions outlined in MIM’s Registration Policy.