

# Interviewing Techniques Workshop



An intensive 2-day workshop designed to equip managers with the key skills for conducting interviews in different settings with emphasis on interactive sessions, role plays and practices.

Ephod Consulting Associates PL and  
Master Trainers Academy  
The leading organisation development consultancy  
[www.ephodconsulting.com](http://www.ephodconsulting.com)

## For Whom

- Anyone who needs to conduct interviews

## Course Methodology

The workshop will incorporate lecturettes, exercises, video and group discussions. Experiential activities will also be designed to allow participants to understand the concepts and skills taught.

**Duration:** 2-day

## In-Company Workshops

Ephod can provide this workshop in a tailored format for your company in your premises

Over 100 companies have attended Ephod workshops including

Intel, Hewlett Packard, Microsoft, SSMC, Philips APAC, Murata, ZF SEA, AIA

Sony-Ericsson APAC, Air Products

Singapore Press Holdings, AC Nielsen, VOPAK, GELife, New Toyo International,

Prudential, Avex Electronics Singapore Yellow Pages, Jebesen & Jessen, Prime Minister's Office; Singapore MRT, Singapore Power; Min of Environment, Ngee Ann Polytechnic, Singapore Polytechnic, National Library Board, Infocomm Development Authority, Mindef Centre for Mgt Devt, Min of Community, Youths and Sports, Min. of Education, Min. of Manpower, SLA, RSAF, Singapore Police Force, etc

## About Ephod Consulting Associates PL

Since 1996, Ephod has established itself as a premier organisation change and consulting company. It has serviced client throughout the Singapore and the Asia Pacific region.

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## Benefits of Course

- Apply the appropriate interviewing skills and techniques
- Communicate effectively and influence others during an interview
- Use questions as well as observation and listening skills to optimise their interviews
- Conduct different types of interviews confidently

## Workshop Outline

### The need for interview

- What is interviewing?
- Types of interview

### Understanding the Five Components of Good Interviewing Skills

- Establishing rapport
- Using the credibility formula to your benefit
- Distinguishing facts, observations, interpretations, and projections
- Asking for (and getting) specific information
- Linking answers to the job at hand

### Essential Interviewing Skills

- Building Good Rapport*
- Active Listening*
- Effective Questioning Skills*
- Influencing People with Integrity:*

### Handling Difficult Interviewing Situations

- Staying focused in the process
- Negotiating and coaching for success
- Knowing when and how to terminate

### Six components of better interviews

- Setting the environment
- Deciding on format
- Interviewing skills development
- Self-assessment
- Your position's interviewing requirements
- Points for improvement



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