

Tidewater Community College

Successful Interviewing: Techniques for Hiring, Coaching, and Performance Management Meetings (BUSC 1529)

Course Introduction and Objectives: Develop skills needed to conduct 12 different types of business interviews and ensure legal compliance. Learn how to prepare effective interviews as well as manage telephone and written interviews productively. This course will help you sharpen skills such as open-ended questioning, active listening, and reading body language; all essential in a variety of management situations. This course is presented by Tidewater Community College in cooperation with the American Management Association (AMA).

Textbook: *Successful Interviewing: Techniques for Hiring, Coaching, and Performance Management Meetings*, by Diane Arthur, American Management Association, Saranac, NY, ISBN: 978-0-7612-1399-4, 2001.

Teaching Methods: This course will be taught in a participative lecture format that includes class discussion and problem solving.

Course Schedule:

<u>Topic</u>	<u>Subjects Covered</u>
1-2	<u>Interviewing Basics:</u> Types of Interviews, preparation, and interviewing stages. Followed by a Recap and Review questions.
3-5	<u>Legal Concerns:</u> Key federal legislation, conducting legal interviews, and documentation. Followed by a Recap and Review questions.
6-8	<u>Questioning Techniques:</u> Competency-Based questions, additional desirable questioning techniques, how to relate different questioning techniques to various stages of the interview. and questioning techniques to avoid. Followed by a Recap and Review questions.
9-11	<u>How to Get the Most Out of Every Interview:</u> Encourage Interviewees to Talk, active listening, effective body language, and seek contrary information. Followed by a Recap and Review questions.
12-14	<u>Applicant-Related Interviews:</u> Screening Interviews, campus, employment interviews, and reference-check interviews. Followed by a Recap and Review questions.
15-17	<u>Employee Related Interviews:</u> Coaching, Counseling Interviews, grievance interviews, and disciplinary interviews. Followed by a Recap and Review questions. <u>Assessment and Change-in-Status Interviews:</u> Performance Evaluation, internal changes, termination, and exit. Followed by a Recap and Review questions.

18-20 Dealing with Different Interviewee Types: Nervous, talkative, aggressive, distraught, and evasive. Followed by a Recap and Review questions.
Final Examination: The First Examination, the post test.

Continuing Education Units (CEUs): Upon completion of this course students are awarded 2 CEUs, and a Certificate of Completion in Successful Interviewing: Techniques for Hiring, Coaching, and Management Meetings..

Continuing Occupational-Technical Education: Students completing this course are encouraged to complete the follow-on and more extensive Career Studies program in Human Resources.