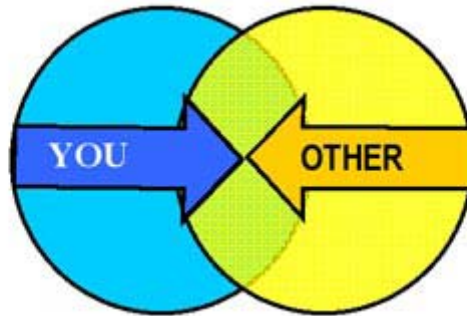


Active Interviewing



How to get the information you need

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Course Overview

As crazy it sounds, we are frequently expected to perform tasks and achieve outcomes when we have insufficient information to enable us to effectively do so.

Getting the required information is often difficult for any number of reasons. If the other person doesn't know what information you need, and you're unsure about what questions to ask, the outcome will never meet the expectations of either party.

Active Interviewing is a comprehensive two-day program that develops vital interviewing competencies so you always get the information you need to do your job effectively.

Participants will learn 11 questioning techniques and practise four distinct types of interviews with other participants to build confidence in their new-found proficiency.

Recommended For

Managers, team leaders, project managers, sales people, or anyone who needs to conduct interviews relating to appraisals, counselling, coaching, selection, grievance and problem solving.

Benefits

For the organisation

- Staff who can effectively obtain the information they need; and
- An organisation where uncertainty and conflict is reduced.

For individuals

- An approach to planning and performing interviews that is easily learnt; and
- Confidence to obtain all the information you require to perform your job.

Learning Outcomes

By the end of the program participants will have:		
<ul style="list-style-type: none"> • Determined the difference between fact-finding and counselling type interviews; 		<ul style="list-style-type: none"> • Conducted four different interviews;
<ul style="list-style-type: none"> • Examined the structure of four distinct types of interviews; 		<ul style="list-style-type: none"> • Received feedback from the interviewees;

<ul style="list-style-type: none"> • Related the different types of interviews to who benefits most; 	<ul style="list-style-type: none"> • Used active listening in listening-under-pressure situations;
<ul style="list-style-type: none"> • Completed, analysed and understood a personal response inventory; 	<ul style="list-style-type: none"> • Analysed interactions in terms of distractions, emotion, time-sharing, interpersonal climate, interviewing styles and structure;
<ul style="list-style-type: none"> • Made plans to use 11 types of questioning techniques; 	<ul style="list-style-type: none"> • Observed how communication can break down;
<ul style="list-style-type: none"> • Discovered and used a simple structure for an interview; 	<ul style="list-style-type: none"> • Made plans at each stage of the program to implement the learning immediately.

Training Methodology

This is a highly interactive and practical program in which participants will:	
<ul style="list-style-type: none"> • Discover systems, patterns and techniques that work successfully. 	<ul style="list-style-type: none"> • Carry out four interviews.
<ul style="list-style-type: none"> • Establish and analyse their own interviewing style. 	<ul style="list-style-type: none"> • Get feedback from interviewees.
<ul style="list-style-type: none"> • Relate the above to their personal situations. 	<ul style="list-style-type: none"> • Record their learning.
<ul style="list-style-type: none"> • Participate in discussions 	

Presenter

Robert Hounsell is a highly experienced training manager who is internationally recognised and is regularly called on by companies like Barclays Bank to conduct training courses in the UK and Africa. He has consulted to many global companies and conducted training programs in Australia and 13 countries across Europe, the Middle East and Africa. Robert is Director of Training with the Applied Innovation Centre.

Duration - Dates - Venue	Fees per person (including GST)
2 days – non-residential <u>Click here for dates</u> St. Catherine’s College 2 Park Road, Nedlands Free onsite parking	\$880 Individuals \$660 Groups of 3 or more per person Lunch, morning / afternoon tea included

[Click here to Register](#)

**Discover it, learn it, practise it, make it your own,
then *do it for real!***

Cancellations

No refunds will be made on cancellations received after 7 days prior to the event.

Privacy Statement

The Applied Innovation Centre respects your right to privacy and will not provide contact details of course participants to third parties.

Results through INNOVATION

