

## **GROOMING & INTERVIEWER SKILLS**

### **INTRODUCTION**

Your image is your Key to Success. Social and business graces are assets which in today's corporate world one cannot afford to do without. One has to package himself/herself for success through developing a wholesome total Image in order to have the winning edge, create a lasting impression.

Interviewer Skills Course is a fast-paced, highly interactive learning experience that helps you learn great skills in a practice-driven environment. As each new concept is presented, participants will apply the new material through the process of a videotaped practice interview or mock-interview.

### **COURSE BENEFIT**

You will be able to:

- Build self confidence in yourself
- To improve your self-image
- To improve your personal outlook
- To improve performance
- To know how to behave properly at social and business functions
- Improve the image of the organizations

### **OBJECTIVES**

- Understand the importance of creating a positive impression
- Be aware of the different styles of dress, and be able to determine which style is best suited for their work environment
- Learn to choose clothes for the right occasion
- Understand the importance of nonverbal communication through facial expressions, posture and behavior
- Understand that basic grooming is all about cleanliness, tidiness and hygiene
- To provide Interviewer a clear, practical guidelines on the most effective way of interviewing people for the technical operational positions within the company
- Understand the increasingly important role of interviews within an organization.
- Gain the skills necessary to conduct interviews effectively.
- Be aware of the strengths and weaknesses of interviews as a selection process.
- Be aware of the basic procedures to be undertaken before and after an interview.
- Use the techniques of using situational and behavioral questions
- Use the assessment tools during the interview.
- Develop leads on new employees through a variety of recruitment sources
- Understand and comply with legal rules and guidelines
- Implement an interview preparation process that is simple and effective
- Formulate an interviewing strategy, including opening and closing an interview
- Establish consistent recruiting, screening and hiring procedures
- Identify the candidate's strengths and weaknesses

- Establish a selection standard for employment

### **LANGUAGE MEDIUM**

English and/or Bahasa Malaysia. The training can be executed in a dual language option.

### **METHODOLOGY**

Lectures, Discussions, Role-plays.

### **WHO SHOULD ATTEND**

Open to all candidates

### **DURATION**

The duration of this program is 1 days, 9.00am – 5.00pm

### **CERTIFICATION**

Certificate of attendance will be presented to all participants at the end of the course

### **COURSE CONTENT**

#### **MODULE 1: GROOMING**

- The importance of Good First Impression
- Enhancing the Corporate and Social Image through Dressing
- Grooming Tips
- The art of Meeting / Greeting & Proper Introduction
- Building Self-Confidence and Personality
- Importance of Manners & Etiquette
- Maintaining Conversations
- Table Manners
- Accessorizing appropriately
- Guidelines for purchasing clothes
- Body Language & Posture
- Understanding different cultures
- Courtesies and Social Skills of the Business World
  - ❖ Shaking Hands
  - ❖ Business Cards
  - ❖ Forgetting Names

#### **MODULE 2: INTRODUCTION TO INTERVIEWING**

- What are the objectives of interviews in the selection process?
- What are the benefits and problems of interviews?

#### **MODULE 3: PREPARATION PRIOR TO THE INTERVIEW**

- Factors to be taken into account when short-listing candidates.
- Interview preparation e.g. preparation of questionnaire
- Setting the scene

#### MODULE 4: THE ACTUAL INTERVIEW

- Some questioning techniques e.g. leading questions, open ended questions etc.
- Observation of body language of candidate
- Listening techniques
- Interpreting answers

#### MODULE 5: SITUATIONAL/ BEHAVIOURAL QUESTIONS

- How do you Develop Situational / Behavioral questions?
- Red and Green Flags to note during questioning
- How to ask probing questions
- Guidelines for deciding on the right candidate
- The decision making
- Individual skills
- Individual Practice