

HUMAN RESOURCES | COURSE BROCHURE

Advanced Interviewing Techniques for Managers and Employers

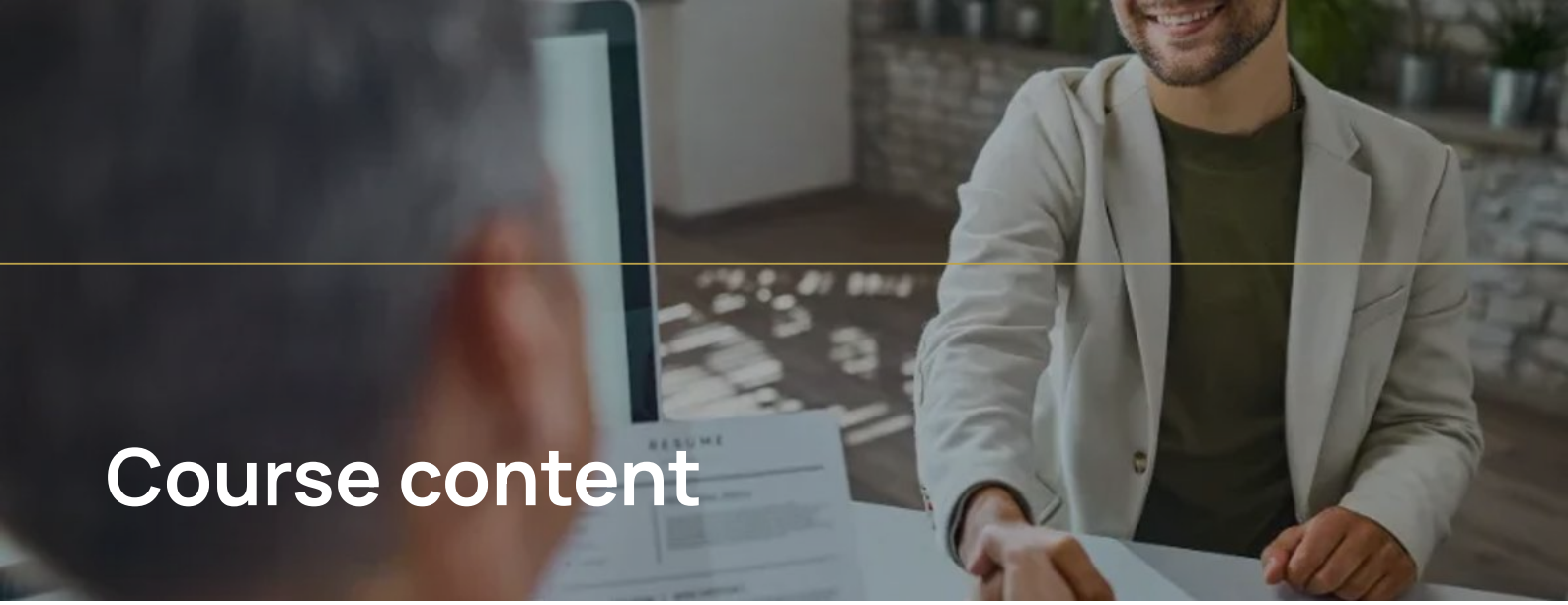
5 days | Classroom training | English

SMART HORIZON

info@smarthorizon.uk
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

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Course content

Why attend

This course equips managers and employers with advanced interviewing techniques to enhance candidate selection. Participants will learn to assess competencies, improve questioning strategies, and apply behavioural analysis, ensuring they make informed hiring decisions that align with organisational goals.

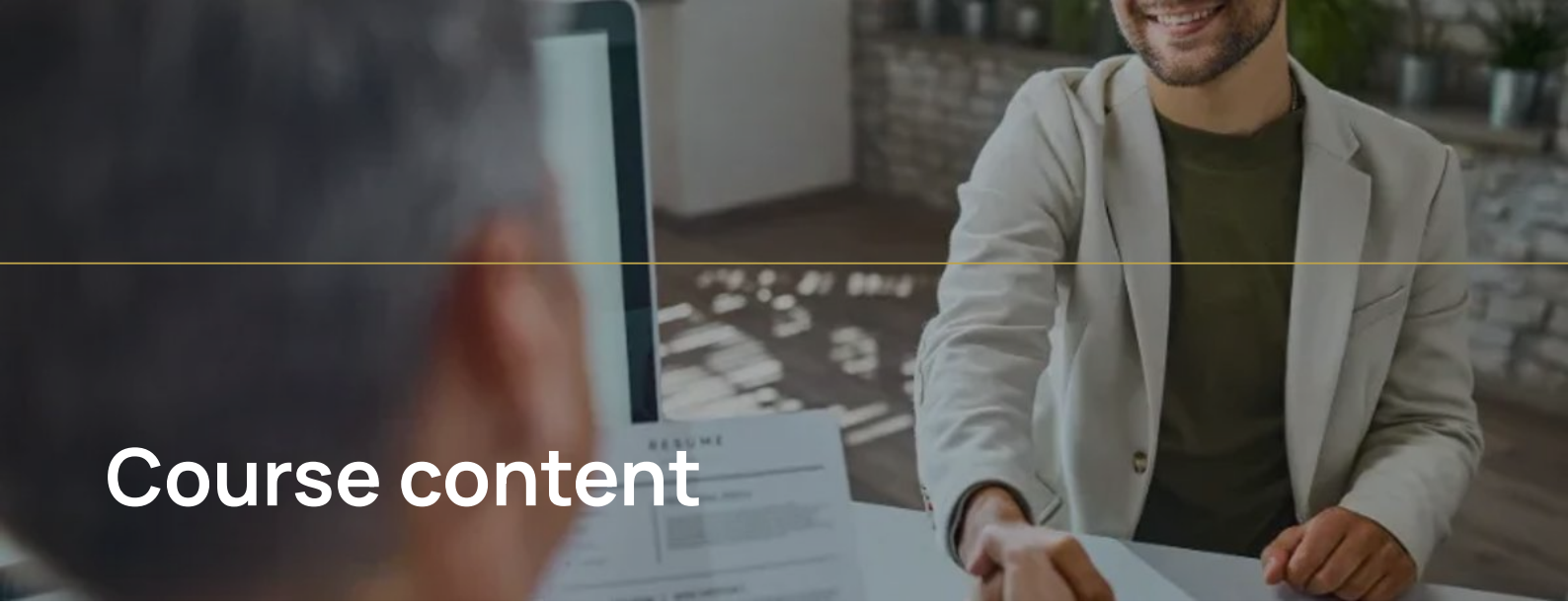
Selecting the right candidate is critical for organisational success, as hiring mistakes can lead to decreased productivity, increased turnover, and a negative impact on team dynamics. Managers often struggle with identifying the best fit for their teams, which can result in costly hiring errors. This course addresses these challenges by providing advanced techniques that enhance the interview process, ensuring a more effective selection of candidates. Participants will learn how to formulate targeted questions, assess responses critically, and apply behavioural analysis to make informed hiring decisions that align with their organisational values and goals.
Effective interviewing is not just about asking questions; it requires a strategic approach to evaluate candidates thoroughly. Participants will engage in practical exercises that simulate real interview scenarios, allowing them to refine their questioning techniques and assess candidate competencies accurately. By mastering these advanced interviewing skills, managers will be better equipped to navigate complex hiring decisions, improve their team's performance, and foster a positive workplace culture. This course prepares participants to implement structured frameworks and evidence-based assessments, ultimately leading to better hiring outcomes and enhanced organisational effectiveness.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course employs a blend of interactive workshops, role-playing exercises, and case studies to build participants' interviewing capabilities. Each session includes practical simulations where participants practice advanced questioning techniques and behavioural assessments. Participants will produce structured interview guides, competency matrices, and evaluation reports as evidence of their learning, enabling them to apply these skills in their hiring processes immediately. The hands-on approach ensures that participants can translate theory into practice, refining their skills in a supportive environment that encourages feedback and collaboration among peers. This methodology fosters an engaging learning atmosphere that promotes confidence and competence in advanced interviewing techniques.



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Course objectives

By the end of this course, participants will be able to:
• Analyse candidate responses to assess competencies and fit for the role.
• Design structured interview frameworks that align with organisational goals.
• Evaluate the effectiveness of different questioning techniques in eliciting relevant information.
• Compare behavioural and situational interviewing methods to determine their applicability.
• Construct a competency matrix to guide the interview process and decision-making.
• Justify hiring decisions based on gathered evidence and structured assessments.

Target audience

This course is suitable for:
• Hiring Managers responsible for recruitment processes.
• HR Professionals involved in talent acquisition and management.
• Team Leaders seeking to enhance their interviewing skills.
• Recruitment Specialists aiming to improve candidate evaluation techniques.

Target competencies

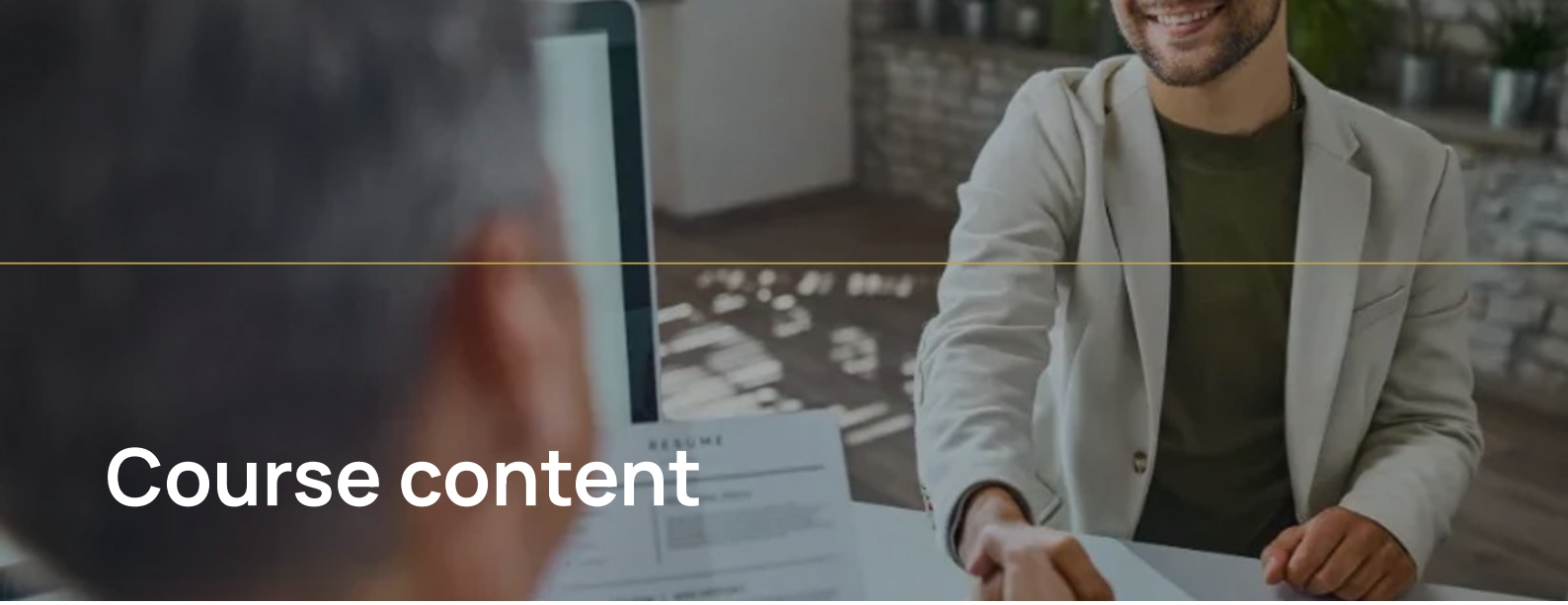
Participants will develop competencies in:
• Conducting structured interviews with a focus on competencies.
• Utilising behavioural analysis to assess candidate suitability.
• Implementing advanced questioning techniques effectively.
• Developing interview frameworks tailored to specific roles.
• Evaluating candidate responses critically to inform decisions.
• Creating competency matrices for structured assessments.

Course outline

Day 1: Understanding Advanced Interviewing Techniques

Applied activity: Participants will analyse a series of interview transcripts to identify biases and pitfalls in traditional interviewing methods. They will discuss their findings in groups and propose solutions to mitigate these issues, focusing on how to improve the overall interview process.
Output: A report summarising identified biases and recommended strategies for improvement.

09:00–09:54	Overview of advanced interviewing techniques and their importance in recruitment.
09:54–10:48	Identifying common pitfalls in traditional interviewing methods and how to avoid them.



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10:48–11:00	Understanding the role of unconscious bias in candidate evaluation and decision-making.
11:00–11:30	**Coffee break**
11:30–12:12	Understanding the role of unconscious bias in candidate evaluation and decision-making. (continued)
12:12–13:06	Exploring the impact of effective questioning on candidate responses and engagement.
13:06–14:00	Introduction to competency-based interviewing and its relevance to hiring success.

Day 2: Developing Structured Interview Frameworks

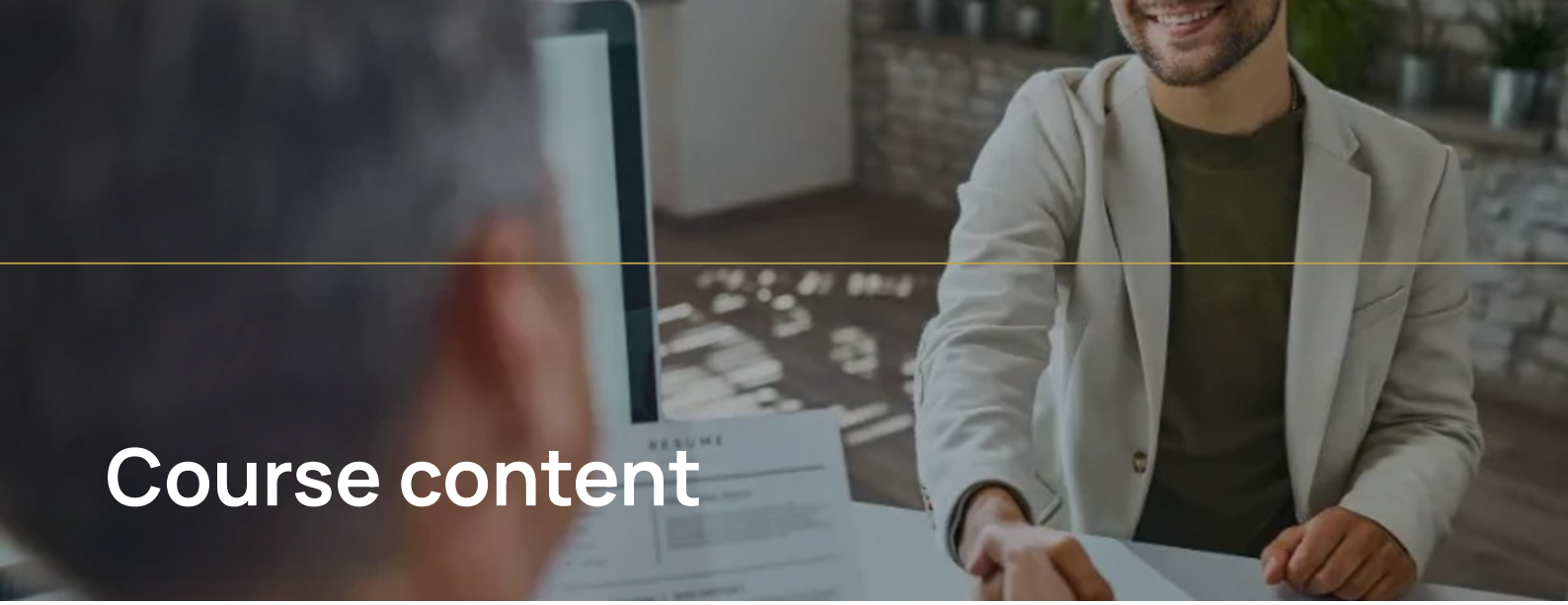
Applied activity: Participants will work in teams to develop a structured interview framework for a specific role, including a set of tailored questions and a scoring system. They will present their frameworks and receive peer feedback to refine their approaches.
Output: A comprehensive structured interview framework document with tailored questions and evaluation criteria.

09:00–09:54	Components of a structured interview framework and their significance in hiring.
09:54–10:48	Aligning interview questions with organisational competencies and job requirements.
10:48–11:00	Creating a scoring system for candidate evaluation to ensure consistency.
11:00–11:30	**Coffee break**
11:30–12:12	Creating a scoring system for candidate evaluation to ensure consistency. (continued)
12:12–13:06	Incorporating situational and behavioural questions effectively into interviews.
13:06–14:00	Best practices for conducting structured interviews to enhance candidate experience.

Day 3: Advanced Questioning Techniques

Applied activity: In pairs, participants will conduct mock interviews using advanced questioning techniques, focusing on eliciting detailed responses from candidates. They will provide feedback to each other on the effectiveness of their questioning strategies and adjust accordingly.
Output: Feedback forms highlighting strengths and areas for improvement in questioning techniques.

09:00–09:54	Types of questions: open, closed, probing, and hypothetical, and their uses.
09:54–10:48	Techniques for eliciting detailed candidate responses during interviews.
10:48–11:00	Using silence and follow-up questions strategically to gain deeper insights.
11:00–11:30	**Coffee break**



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11:30–12:12	Using silence and follow-up questions strategically to gain deeper insights. (continued)
12:12–13:06	Adapting questions based on candidate responses to explore relevant areas further.
13:06–14:00	Practicing advanced questioning techniques in mock interviews to build confidence.

Day 4: Behavioural and Situational Interviewing

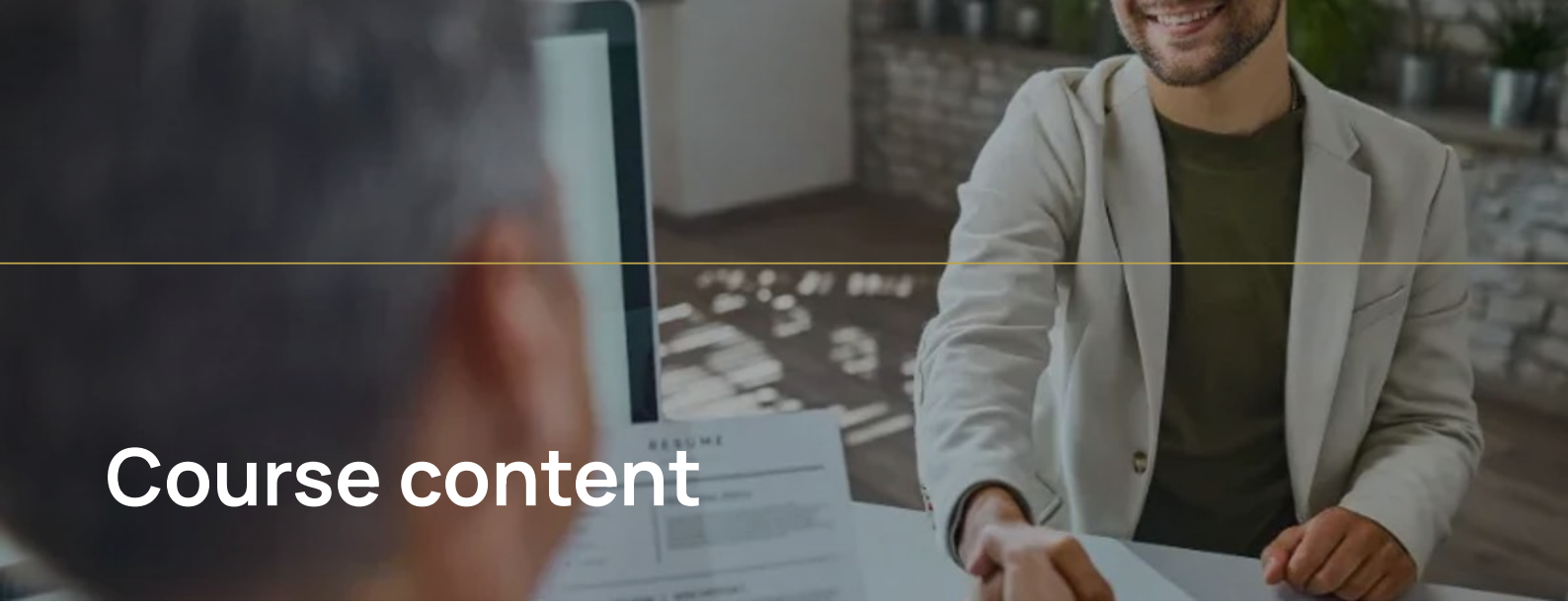
Applied activity: Participants will create a set of behavioural and situational questions for a given role and practice evaluating candidate responses using the STAR method. They will role-play interviews to simulate real-life scenarios and refine their skills.
Output: A set of behavioural and situational interview questions with evaluation criteria based on the STAR method.

09:00–09:54	Understanding behavioural interviewing principles and their effectiveness in candidate evaluation.
09:54–10:48	Crafting effective situational questions that assess problem-solving abilities.
10:48–11:00	Evaluating candidate responses using the STAR method for structured analysis.
11:00–11:30	**Coffee break**
11:30–12:12	Evaluating candidate responses using the STAR method for structured analysis. (continued)
12:12–13:06	Integrating behavioural and situational techniques in interviews for comprehensive assessments.
13:06–14:00	Assessing the relevance of responses to job competencies and organisational culture.

Day 5: Integrating Techniques for Effective Hiring Decisions

Applied activity: Participants will integrate all techniques learned throughout the course to conduct a final mock interview, assess candidates using a competency matrix, and make a hiring decision based on their evaluations. They will present their decisions and rationale to the group for discussion.
Output: A detailed report justifying the hiring decision based on structured assessments and competencies.

09:00–09:54	Combining all learned techniques for a comprehensive interview process that enhances decision-making.
09:54–10:48	Developing a competency matrix for evaluation to standardise assessments across candidates.
10:48–11:00	Making informed hiring decisions based on structured assessments and candidate fit.
11:00–11:30	**Coffee break**
11:30–12:12	Making informed hiring decisions based on structured assessments and candidate fit. (continued)
12:12–13:06	Addressing common challenges in the final decision-making process and how to overcome them.



Course content

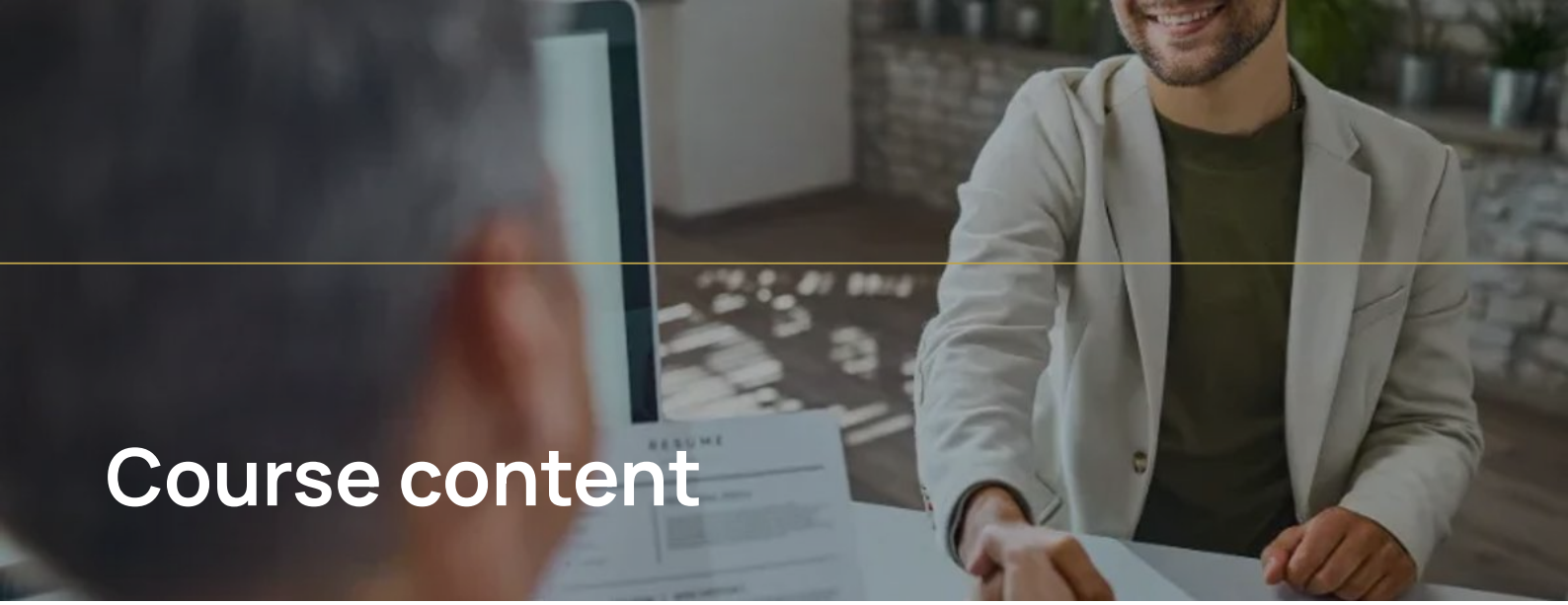
13:06–14:00	Reviewing case studies of successful and unsuccessful hires to extract lessons learned.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

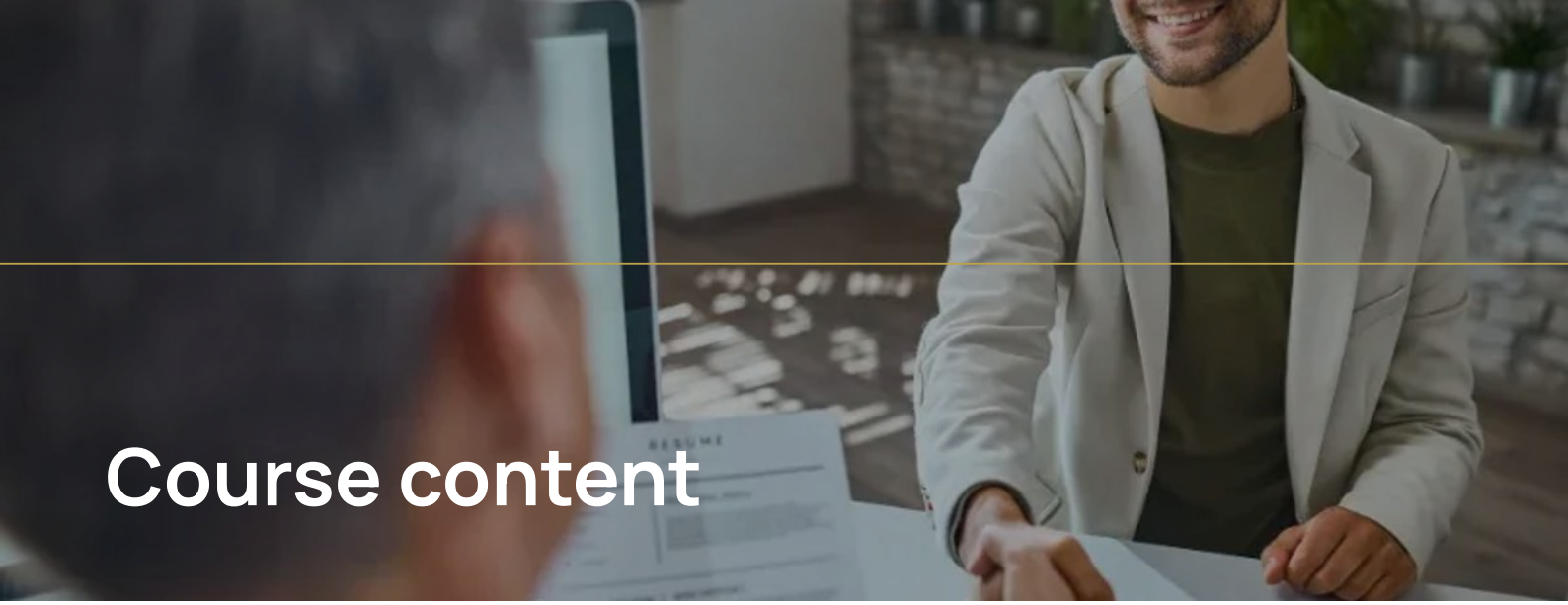
Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,650.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.-**
Barcelona Confirmed dates	16 Nov 2026	20 Nov 2026	**£2,840.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.-**
Amsterdam Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,540.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.-**
Singapore Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,820.-**



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Dates, venues and fees (continued)

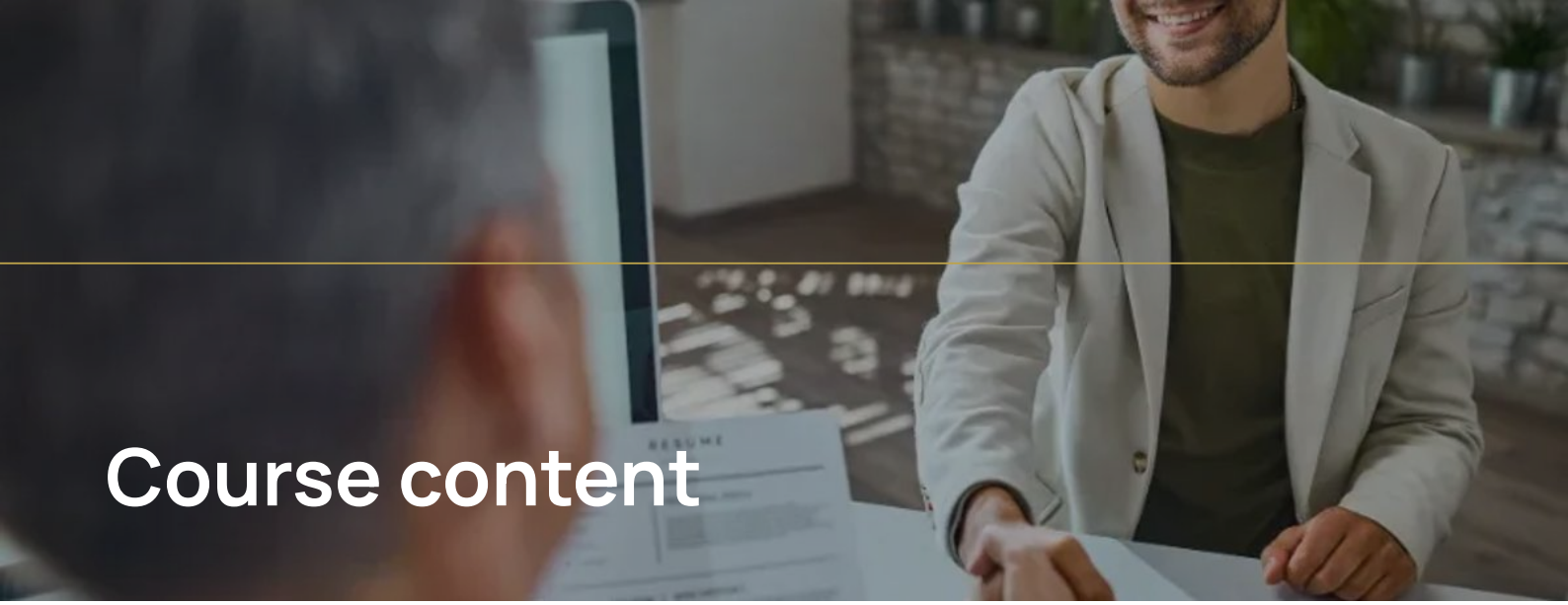
Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
London Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,450.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**
Dubai Confirmed dates	11 Jan 2027	15 Jan 2027	**£3,150.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.–**
Frankfurt Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,650.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.–**
Vienna Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,940.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.–**



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Dates, venues and fees (continued)

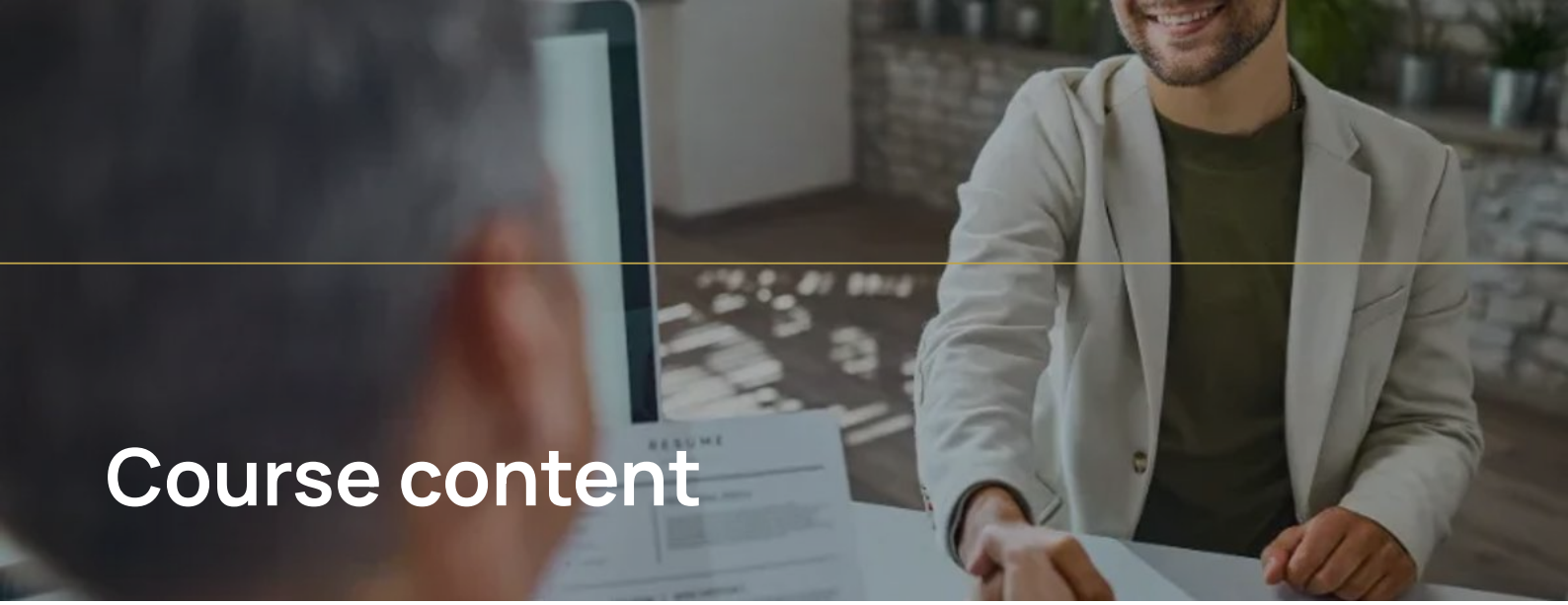
Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,450.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.-**
Paris Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,860.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.-**
Istanbul Confirmed dates	8 Mar 2027	12 Mar 2027	**£2,650.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.-**
Amsterdam Confirmed dates	22 Mar 2027	26 Mar 2027	**£2,540.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.-**
Rome Confirmed dates	5 Apr 2027	9 Apr 2027	**£2,450.-**



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Dates, venues and fees (continued)

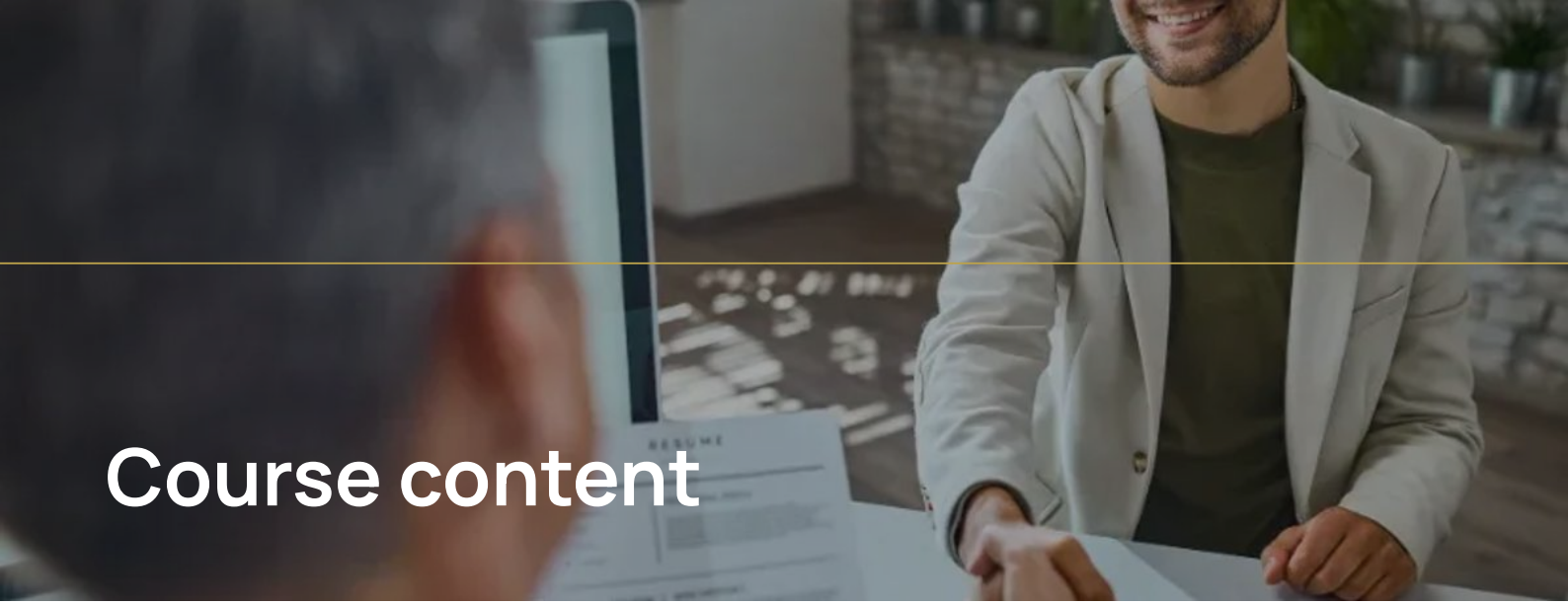
Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**£1,250.-**
Singapore Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,820.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.-**
London Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,450.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.-**
Dubai Confirmed dates	10 May 2027	14 May 2027	**£3,150.-**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.-**
Frankfurt Confirmed dates	24 May 2027	28 May 2027	**£2,650.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**



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Dates, venues and fees (continued)

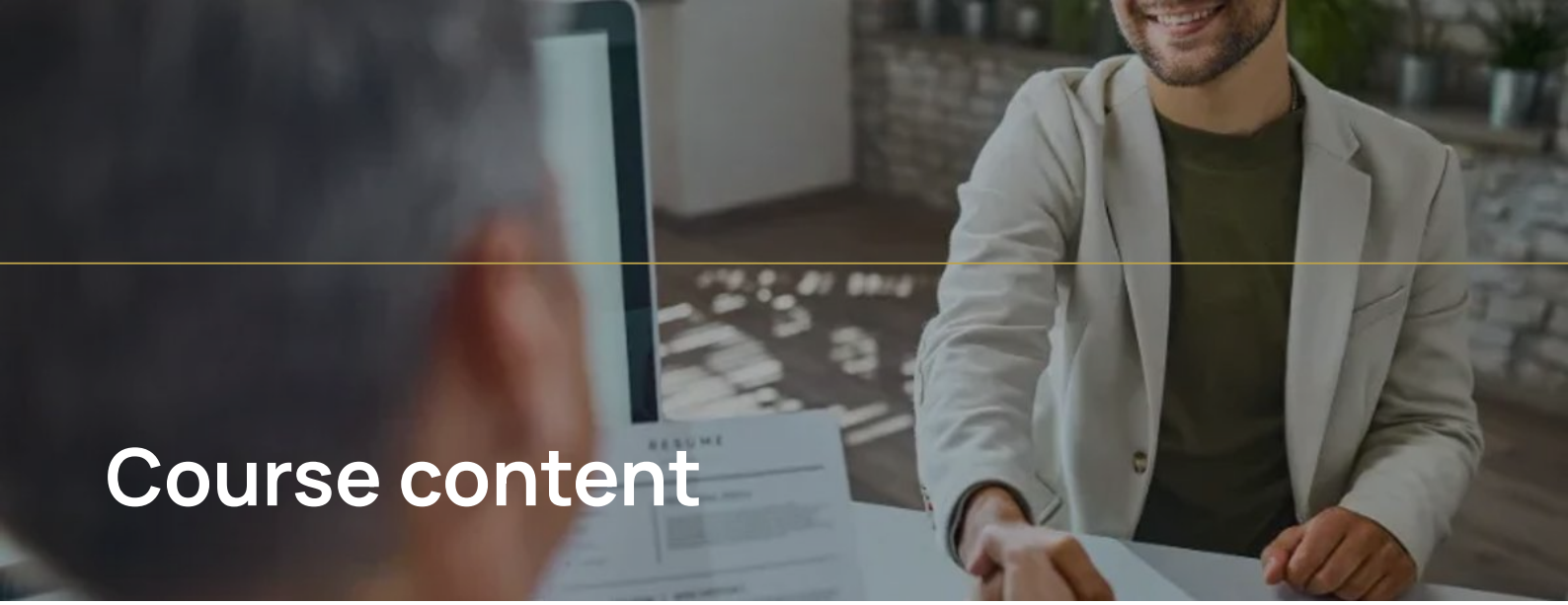
Venue	Start date	End date	Fee (GBP)
Rome Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,450.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,450.–**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.–**
Paris Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,860.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Istanbul Confirmed dates	12 Jul 2027	16 Jul 2027	**£2,650.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.–**
Amsterdam Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,540.–**



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Dates, venues and fees (continued)

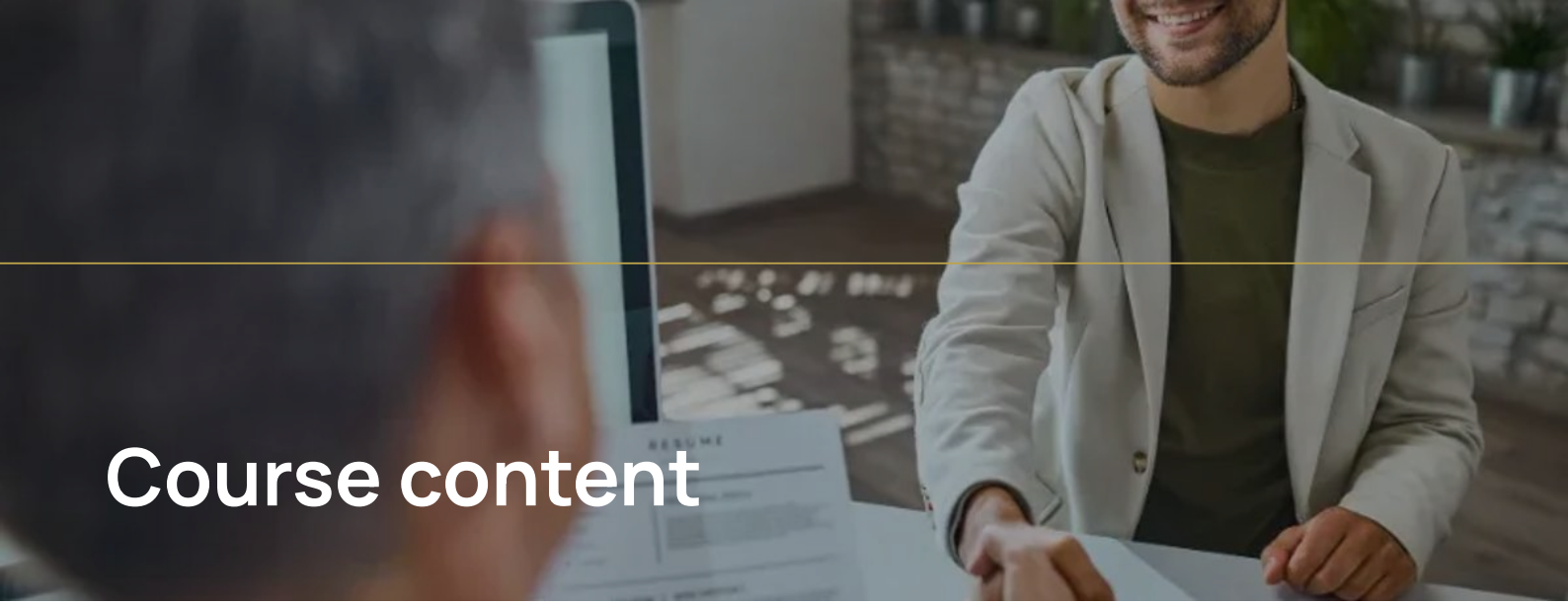
Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.-**
Cape Town Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,890.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.-**
Singapore Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,820.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
London Confirmed dates	23 Aug 2027	27 Aug 2027	**£2,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Dubai Confirmed dates	13 Sept 2027	17 Sept 2027	**£3,150.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**



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Dates, venues and fees (continued)

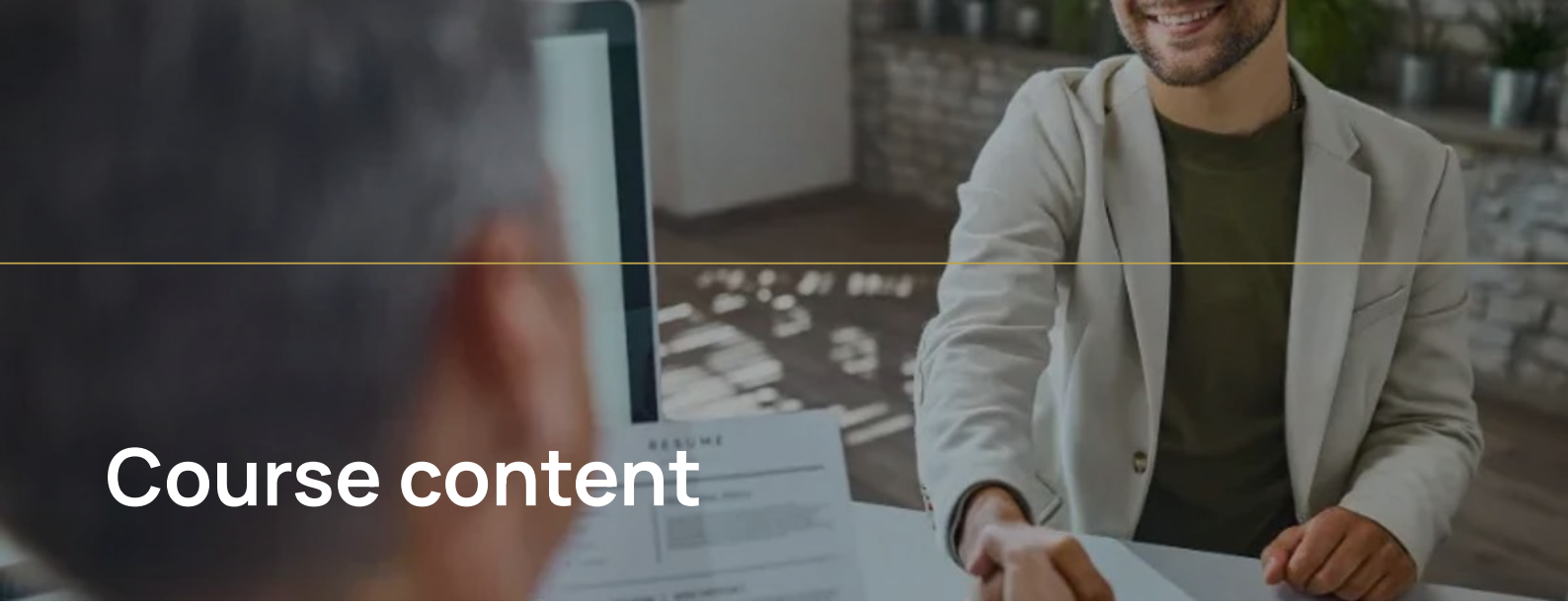
Venue	Start date	End date	Fee (GBP)
Frankfurt Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,650.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Cape Town Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,890.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,450.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.-**
Paris Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,860.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**
Istanbul Confirmed dates	8 Nov 2027	12 Nov 2027	**£2,650.-**



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Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.–**
Amsterdam Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,540.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.–**
Singapore Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,820.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.–**
London Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,450.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.–**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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