

HRM375 Interviewing Techniques

Level: 3

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY JAN

Synopsis:

Interviews are used to gather information for a variety of purposes, often in diverse settings. A good interview will deliver what the interviewer seeks and have a positive impact on the outcome of an investigation. However, if the interviewer does not have the appropriate interview skills, or applies the wrong interview techniques, not only would the interview results be rendered unusable, it could also lead to serious negative consequences. Interviewing techniques is an experiential course that teaches the knowledge and skills needed to conduct effective interviews in a variety of work situations.

Topics:

- Communication and perception
- Psychology of the interview
- Contemporary interview theory
- Reliability and validity
- Structured vs. unstructured interviews
- Questioning: what to ask
- Questioning: how to ask
- Listening skills
- Remote interviewing
- Bias and error in interview judgments
- Interviews from the applicant's perspective
- Designing and conducting structured interviews

Textbooks:

David R. Evans | Margaret T. Hearn | Max R. Uhlemann | Allen E. Ivey: Essential Interviewing: A Programmed Approach to Effective Communication 9th Edition 9 Cengage
ISBN-13: 9789814834858

Learning Outcome:

- Analyse the psychology of the interview process
- Distinguish the various approaches and techniques of interviewing
- Critique communication and perception principles in the context of an interview
- Create an interview plan that enables appropriate questioning and observation skills
- Design an interview plan that allows for effective communication during an interview, giving form, purpose and direction to the interview process
- Apply the various techniques for interviewing under different work settings

Assessment Strategies (Daytime Class):

Components	Description	Weightage Allocation (%)
Overall Continuous Assessment	TUTOR-MARKED ASSIGNMENT 1	20
	GROUP BASED ASSIGNMENT 1	30
Overall Examinable Components	ECA	50
Total		100