

Course Title	Conversation Management	Duration	Two Days	Interviewing
Aim	<p>How do you get someone to talk to you? How do you make sure that you cover all the things you wanted to? What's the best way to ask a question? How do you decide what things to ask about and when? How do you know if they're telling you the truth? How do you keep control of the interview?</p> <p>Knowing the answer to these things will make the difference between just an interview, and quality interview by a trained interviewer.</p> <p>Interviewing is an exciting subject and one that you can never stop learning about. You want to get the most from your interviews, but just how do you do this? How do you gain a person's trust and probe for the reliable truth from them whilst keeping close control of where the interview is going?</p>			
Prerequisites	None			
<i>NB : This course forms part of a BTEC qualification and includes delegate assessment during the course.</i>				
Outcomes		Content		
Understand the principles of the PEACE system of interviewing		<ul style="list-style-type: none"> ◆ What is PEACE? ◆ Interviewing styles ◆ Personal vs. formal ◆ Openness 		
Be able to plan and carry out effective PEACE interviews		<ul style="list-style-type: none"> ◆ Bringing the customer into the interview process ◆ Creating an atmosphere of trust & explaining the process ◆ Planning what to cover vs. lists of questions 		
Know how to manage an interview to obtain good quality information		<ul style="list-style-type: none"> ◆ Their <i>Account</i> rather than your questions ◆ The <i>Conversation Management</i> cycle ◆ Using evidence during an interview ◆ Challenge or clarify – the difference and the similarities ◆ Differing methods of challenging ◆ Ending the interview 		
Understand the importance of evaluating the product of an interview and your performance		<ul style="list-style-type: none"> ◆ Evaluating planning and performance ◆ Looking at areas for improvement 		
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Cost	Price Code E			
To book this event	Tel: 08454 300 262 e-mail: bookings@its-training-uk.com			