

## Interviewing Boot Camp

100 Southcrest Drive, Stockbridge, GA 30281

Room D304

July 7 – 11, 2014

**Questions:** Within the functioning of your operation, is the ability to effectively interview for quality information and a specific outcome, a requisite function? Is success, as you define it, dependent upon effectively conducting the communication event referred to as an *interview*? Has it been your goal to take your own interviewing skill-set to the next level? Do you have “new hires” that need to transition from plastic screens to people?

If the answer to one or more of the above questions is “yes”, then *Interviewing Boot Camp*, is a viable opportunity for you to consider.

Within the interview process, as a communication event, the interviewer has a number of established goals:

- Gather data or information from the interviewee;
- Assess the veracity of the information;
- Transition the interview environment from resistance to compliance-gaining. .

Toward this end, the interviewer must have the ability to **question**. A question is an activating event. If the questioning strategy employed is not productive, then the interviewer must have the ability to use additional approaches until the strategy most appropriate to the continued conduct of the interview is found.

A variety questioning approaches will be presented.

Once the interviewee begins to respond, the interviewer must be able to **assess veracity**. The forms of the possible deception and the specific elements have to be identified. The interviewer must have more than a “feeling” that the interviewee is less than forthcoming. The interviewee may be truthful with regard to three out of four of the salient topic areas. Consequently, the interviewer must know specifically where and how, within the discourse, the interviewee is presenting changes in behavior and direct the subsequent questioning accordingly. This knowledge will lead the interviewer to the last requisite skill.

If deception is detected, the interviewer must have the ability to **gain compliance**. The interviewer must then be able to change the mindset of the interviewee from unwilling to willing.

The concept and methodologies of the persuasion process will be presented.

In summary, the process is this:

- Can the interviewer motivate the interviewee to respond?
- Once the interviewee begins to respond, can the interviewer assess veracity?
- If the interviewee is resistant, can the interviewer transition the communication process to compliance gaining?

The template of these three elements - questions, assessing veracity and compliance gaining - can be appropriately placed upon any type of interview or inquiry and found to be relevant.

**TRAINING METHODOLOGY:** This learning experience is “hands on and interactive” from start to finish. Enrollment is limited allowing the instructors to assess the individual participant’s organizational interviewing requisites and skill level and proceed to address the first and enhance the second. There are evening readings and practical exercise assignments as well as information gained assessment exercises each morning.