

LEGAL & EFFECTIVE INTERVIEWING

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For Managers, Supervisors, Department Heads, and Owners

The most universal method of selection is a *personal interview*. Since the selection decision affects productivity, quality, training, turnover, retention, absenteeism, and so many other aspects of employment, it makes sense to improve the skills of those doing the interviewing. Effective and legal interviewing is more than just talking and listening.

1. Interview situations
2. Qualities that can and cannot be measured
3. Structured vs. Unstructured Interviews
4. Interview Techniques: Active Listening, Reflective Summary, and the Probe
5. Seven things to avoid during an interview
6. Equal Employment Opportunity and non-discrimination laws
7. The ten most powerful interview questions

Larry has been a long-time personnel manager, university instructor, and HR consultant. His work experience includes working for General Dynamics, the Department of Defense, and internationally in Mexico. He can be contacted at (210) 316-4206.