

## Professional Interviewing Techniques, Skills and Applications

Whether you are required to take up the role of an interviewer or an interviewee, from a meeting, to a job interview, to a fraud investigation, this seminar should not be missed!

Effective and efficient communication has always been a challenge in the everyday professional environment and in our daily interactions with other people. To be able to achieve that, participants will learn, through the analysis of practical examples, discussion and theory, essential interviewing techniques, skills and applications.

### Objective:

The main objective of the seminar is to provide participants with valuable insight as to the interviewing techniques, skills and applications, to be in the position to obtain the required information at the right time, to read the unsaid words of clients/customers and react accordingly.

Effective and efficient communication is essential in our everyday interactions with other people, and during this seminar, detailed explanations with simple and practical examples will be presented on how to achieve that.

This will enable the participants to be in a position to recognize verbal and non-verbal communication signals in order to ask their questions at the right time, i.e. when the interviewee is ready to respond and to present their message as effectively and efficiently as possible with the right tone of voice and posture.

The following sections will be discussed and explained in detail, during the seminar:

- Professional interviewing techniques, skills and applications
- Professional Body language signals

### SEMINAR DETAILS:

**Dates:** 15 June 2016  
**Time:** 09:00-17:00  
**Duration:** 7 hours / CPD units  
**Town:** Nicosia  
**Venue:** Globaltraining/University of Nicosia  
**Language:** English  
**Cost:** €160

### HRDA Subsidy:

The specific seminar is not subsidized by HRDA.



### Participants' Profile:

The seminar is addressed to all and any professionals, from, accountants, internal auditors, risk managers, human resources personnel, executive secretaries, and to all levels of staff within a company that have to participate into any kind of an interview/meeting, from a fraud investigation to a job interview.

### Lecturer's Profile:

#### Mr. Loizos-Andreas Hajiloizos

Mr. Hajiloizos has worked in several large international groups both in Cyprus and abroad.

Mr. Hajiloizos is a Fellow of The Association of Chartered Certified Accountants (FCCA), a Certified Internal Auditor (CIA), Certified Fraud Examiner (CFE) and a Certified Risk Management Assurer (CRMA). He has also a Joint honours Bachelor degree in Economics and Accountancy from City University (London). He is an approved Quality reviewer from the IIA. He has 20 years of experience in internal auditing of which the last two in a managerial position. In the area of teaching he has presented seminars to over 800 delegates mainly in Cyprus, Greece, Romania and Middle East. He is currently also teaching the ACCA P1 Governance, Risk and Ethics for Globaltraining.

### Contact Details:

For more information and/or for registrations, please contact  
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<b>15/06/2016</b>		<b>Professional Interviewing Techniques, Skills and Applications</b>	
<b>Time</b>	<b>Duration</b>	<b>Description</b>	
09:00-11:00	2:00	<b>Introduction and Scope of the seminar</b>  <b>Interviewing techniques, skills and applications:</b> <ul style="list-style-type: none"> <li>○ Preparation</li> <li>○ Interview(er) Characteristics</li> <li>○ Elements Of Conversation</li> <li>○ Five General types of questions:                             <ol style="list-style-type: none"> <li><b>1. Introductory questions:</b> Theme Development; Methodology; What is my purpose? Establish Transitional Statement; Seek Continuous Agreement</li> <li><b>2. Informational questions:</b> Controlled Answer Techniques; Note-Taking ; Theme Development; Methodology; Difficult People; Volatile Interview</li> </ol> </li> </ul>	
11:00-11:15	0:15	<b>B r e a k</b>	
11:15-12:30	1:15	<ul style="list-style-type: none"> <li>○ <b>Five General types of questions: (continued)</b> <ol style="list-style-type: none"> <li><b>3. Assessment questions:</b> Verbal and Non-verbal clues</li> </ol> </li> </ul>	
12:30-13:00	0:30	<b>L u n c h B r e a k</b>	
13:00-14:00	1:00	<ul style="list-style-type: none"> <li>○ <b>Five General types of questions: (continued)</b> <ol style="list-style-type: none"> <li><b>4. Closing questions</b></li> <li><b>5. Accusatory Or Admission-Seeking Questions</b></li> </ol> </li> </ul>	
14:00-15:30	1:30	<b>Professional Body language signals:</b> <ul style="list-style-type: none"> <li>○ Reading the unsaid words</li> <li>○ 3 Basic rules for reading body language</li> <li>○ Various hand signals</li> <li>○ The power of the palm</li> <li>○ Handshakes</li> <li>○ Smile</li> <li>○ Cultural differences</li> <li>○ Thumb and hand movements</li> <li>○ Signs of evaluation and deception</li> <li>○ Eye signals</li> <li>○ Personal spaces</li> <li>○ Basic standing positions</li> </ul>	
15:30-15:45	0:15	<b>B r e a k</b>	
15:45-17:00	1:15	<b>Professional Body language signals:</b> <ul style="list-style-type: none"> <li>○ The 13 most used body movements we see everyday</li> <li>○ Mirroring – how we create rapport</li> <li>○ The secret signals of makeup, glasses and smoking:</li> <li>○ How the body shows where the mind wants to go</li> <li>○ Ownership</li> <li>○ Territory</li> <li>○ Height</li> <li>○ Sitting arrangements – where to sit and why</li> <li>○ Interviews, Power Games and Office Strategies</li> <li>○ Putting it all together</li> </ul>	
		<b>Conclusion</b>	
<b>Total Net Duration</b>	<b>7:00</b>	<b>END OF SEMINAR</b>	

### Certification:

All participants will be awarded a certificate. Each hour of attendance will account for one unit of Continuing Professional Development (CPD) as required for members of most professional bodies.

### In-house Seminars:

Globaltraining has been cooperating with many companies in Cyprus and abroad for covering their in-house training needs. Some of these companies are large multinational companies with presence in Cyprus and abroad. The clients we serve include a wide range of industries, including banking, accounting and audit, investment services firms, telecommunication, construction and retail. Tailor-made seminars are offered upon request from clients.