

Conducting 'difficult' HR interviews



RH-2 2 Days (14 Hours)

Description

The 'difficult interviews' training allows HR specialists to manage the emotional and relational dimension of difficult interviews to get messages across and limit the negative impact. In a global context where vigilance on stress at work is an HR priority, this training in conducting difficult interviews is an essential course. The objective is to professionally support employees while preserving their motivation and commitment to the business project.

Who is this training for ?

For whom

HR Director, HR Professional, HR Professional, Manager.

Prerequisites

None.

Training objectives

- Identify sensitive situations and their issues.
- Understand the emotional dimension for the interlocutors and reactions to change.
- Improve your interview technique and adapt your behavior.

Training program

Identifier les situations sensibles pouvant générer des entretiens difficiles

- Particularities of HR and management roles.
- What is difficult for the employee and for the person conducting the interview.
- Locating difficult interviews: change undergone , organizational changes; frustration or anger following a refusal of promotion; difficult personal situation...

Cerner les enjeux individuels et collectifs liés à ces situations

- The challenges for HR, the employee, the manager.
- The challenges for the team and the company.

Appréhender la composante émotionnelle pour les deux interlocuteurs

- Recognize emotions in yourself and others.
- Understand the mechanisms at work and deal with them by minimizing their negative impact.
- Recognize and do in the face of stress.

Comprendre les réactions face au changement et adopter des comportements adaptés

- The mechanism of change.
- The types of reaction to change.
- Effectively supporting change.

Améliorer sa technique d'entretien

- Use an interview framework specific to sensitive situations.
- Practice active listening: questioning, reformulation, management of silences.
- Practice actively conducting these interviews through practical situations.

Activité à distance

- Two e-learning modules "The impact of emotions in a professional situation. Go. A" and "The impact of emotions in a professional situation. Go. B".