

Role Play Exercise: Developing Effective Interview Skills

Kalina Sukarova

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Group Challenge: Role Play Exercise

- » Each table is one group
- » The objective is to prepare for a short interview with the “Orotavia” managing team to understand some of the key issues and focus areas
- » Participants have **45 minutes** to prepare and will be allowed up to **10 minutes** for the interview



Facilitators



» Arman: Mr. Big,
The Mayor



» Ljerka: Mrs. Galusha,
Deputy

- » Human Resources,
- » Legal
- » Asset Management and Maintenance,
- » Education,
- » Culture and Museums



» Piotr: Mr. Munko,
Deputy

- » Finance Department
- » IT
- » Budgeting
Department,
- » Procurement and
Investment Planning
Department

Award

- » The winning team will be decided by an anonymous group vote among the whole group
- » The IA ToT certificate for the “**Interview Expert**” will be awarded to the winning team



Successful Interview Tips: Before the Interview

- » Coming prepared is an important factor for success. Having knowledge of the background and issue is required so a preliminary review of the available information (e.g. flowchart, procedures and manuals) is necessary;
- » Plan your interview in advance. A good practice is to provide the client with a meeting agenda and any preliminary information requests so that they are also prepared;
- » Appear professional and be punctual.



Successful Interview Tips: During the Interview

- » Make a brief introduction explaining the purpose and objective of the meeting and indicate how long the meeting is expected to last;
- » Ask questions but also steer the interview by listening actively. Focus on specific areas that are relevant. Avoid interrupting or speaking while others are talking;
- » Enable two way communications and remind the client to ask questions and seek clarifications, when necessary;
- » Manage time well and leave space for follow up questions and additional information gathering at a later stage.



Successful Interview Tips: After the Interview

- » Document your findings as soon as possible while memory is fresh.
- » Thank the client and use this opportunity for any follow ups.
- » Discuss any concerns with your colleagues/supervisor.





Group Challenge

