

# Course : Preparing and conducting the annual professional interview in the hospital civil service

*Practical course - 1d - 7h00 - Ref. EPH*

*Price : 800 € E.T.*

Professional interviews are a privileged moment between the employee and his/her line manager. There are many issues at stake for public health, social and medico-social establishments and their employees. To encourage dialogue, prepare for your interview and conduct it methodically.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understand the stakes of the professional interview for the public health establishment and its stakeholders
- ✓ Prepare and conduct professional interviews in compliance with the legal framework applicable to the hospital civil service
- ✓ Develop interview techniques to enable open exchange
- ✓ Enable line managers to make the interview an integral part of their day-to-day management practices
- ✓ Drawing up professional interview minutes
- ✓ Making the most of professional interviews

## Intended audience

Human resources officers and managers.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Feedback from experience as an assessor and as an appraisee, study of interview frameworks, simulated interviews, analysis of texts.

### Teaching methods

active teaching

### PARTICIPANTS

Human resources officers and managers.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## Course schedule

### 1 Set up interviews in compliance with the legal framework for hospital civil servants

- Analyze the legal framework for professional interviews in the hospital civil service.
- Mobilize the tools of the public health establishment.
- Understand the role of each stakeholder: appraisees, appraisers, special cases, HR department.
- Master the regulatory stages of the procedure.
- Identify points to watch out for: location, confidentiality, personal details, discriminatory criteria.

#### Hands-on work

Analysis of the legal framework, practical case studies on agents to be assessed and discriminatory criteria, analysis of the interview support document, exercises on regulatory deadlines.

### 2 Conducting professional interviews as part of the management and organization of public health establishment services

- Identify the challenges of the professional interview in terms of team management: for appraisees and appraisers.
- Master the key stages of the professional interview: induction, dialogue, conclusion.
- Take stock of the past year: assess the gaps between the prescribed and the actual.
- Set SMART(E) objectives for the coming year and the means to achieve them.
- Consider career prospects: development, mobility, advancement, remuneration.
- Conclure l'entretien : rédiger l'appréciation générale littéraire.

#### Role-playing

Building SMART(E) objectives, writing general appraisals, role-playing each interview stage.

### 3 Actively participate in the interview and facilitate the agent's self-expression

- Establish a climate conducive to dialogue.
- Identify the pitfalls to avoid in your communication.
- Master listening techniques: empathic listening, active listening.
- Ask questions and rephrase.
- Dealing with difficult situations.
- Formulate a constructive observation.

#### Role-playing

Jeux de rôle autour des différentes écoutes, cas pratiques de situations difficiles.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

#### 4 Using professional interviews

- Write up the minutes and monitor the validation circuit.
- Use the professional interview in the interests of the public health establishment, the department and the employee.
- Accompany the agent in implementing decisions taken: objectives set, training identified.
- Communicating with stakeholders about interviews.

##### Hands-on work

Report writing, case studies based on a team meeting to communicate on the interviews, action plan to support agents in implementing the decisions taken.

## Dates and locations

### REMOTE CLASS

2026 : 17 June, 27 Oct.

### PARIS LA DÉFENSE

2026 : 10 June, 20 Oct.