

Course : HR-sensitive interviews: avoiding pitfalls and preventing disputes

Practical course - 2d - 14h00 - Ref. EFD

Price : 1590 CHF E.T.

When it comes to monitoring employees, many situations can be a source of tension. This training course will enable managers or HR department staff to conduct sensitive HR interviews. You will learn about the legal framework to be respected and the communication techniques to adopt the best posture.

Teaching objectives

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

- ✓ Distinguishing the specific features of different HR interviews
- ✓ Comply with legislation when conducting interviews
- ✓ Practice conducting HR interviews with an assertive approach
- ✓ Know the communication techniques appropriate to the interview and the people involved

Intended audience

Human Resources managers, managers or anyone in the company who needs to organize or conduct HR interviews.

Prerequisites

Basic knowledge of HR interviews.

Practical details

Hands-on work

Training in conducting sensitive HR interviews, role-playing, group debriefing, experience sharing.

Course schedule

PARTICIPANTS

Human Resources managers, managers or anyone in the company who needs to organize or conduct HR interviews.

PREREQUISITES

Basic knowledge of HR interviews.

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.

1 Understanding the specifics of different HR interviews

- Strengthen ties during the induction interview.
- Conduct the renewal or end-of-probation interview.
- Prepare for a feedback or sanction interview.
- Understand the issues involved in negotiating or modifying employment contracts.
- Understand the impact of appraisal interviews.

Exercise

Case study: the distinction between feedback and sanction interviews.

2 Understand the legal environment for different types of interview

- Acquire the legal framework for the various interviews.
- Understand the challenges and benefits of legislation.
- Raising awareness and informing stakeholders.
- Identify the rights and obligations of the parties to an employment contract.
- Determining whether a fault is sanctionable.

Group discussion

Case studies on penalty reclassifications.

3 Preparing for sensitive interviews

- Adapt your message to the interview objective.
- Anticipate sensitive moments in the interview.
- Preparing for a difficult interview.
- Analyze the challenges and the room for maneuver.
- Understand and anticipate reactions to change.

Hands-on work

Prepare for an interview of your choice to be operational (refusal of paid leave, pay rise, special topic with an employee representative, etc.).

4 Successful communication

- Adapt your posture to the interview and the person you are talking to.
- Transmit a message using the "sandwich" method.
- Facilitate communication through active listening.
- Master various communication tools: reformulation, questioning methods, etc.
- A successful refocusing interview.

Role-playing

Role-playing: announcing a refusal to an employee's request.

5 The key stages of an HR interview

- Identify the different stages of an interview.
- Understand the process and operating rules of an interview.
- Reinforce memorization for better recall.
- Analyze practices with a view to continuous improvement.

Role-playing

Training in different techniques. Mock interviews.

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.

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.

Dates and locations

REMOTE CLASS

2026 : 30 Mar., 28 May, 12 Oct.