

Collaborative Decision Making



- ✓ Module Introduction
- ✓ Building Blocks of Trust
- ✓ Understanding Persuasive Techniques
- ✓ Principles of Influence
- ✓ Building Reciprocity
- ✓ Storytelling
- ✓ Negotiation Skills
- ✓ Handling Conflict
- ✓ Customer Conversations
- ✓ **Interviewing Skills**

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How to Conduct Interviews



- If you want to find the best person for a job, then it is essential that your interviews are as thorough and well thought out as possible.
- Conducting an interview isn't as simple as it looks and there are several things that you must consider before meeting any candidate.
- Your judgment may be impacted by qualities or experiences that don't necessarily align with the role you are hiring for, or overlook a shortage of the required skills.
- The following course covers how to conduct an interview to ensure you get the right person for your project:
- **Article :** [9 Tips on Conducting Great Interviews](#)

(Right click on the link and open in a new tab/window)

Summary

- Trust as a building block
- The power of persuasive techniques
- Principles of influence
- Reciprocity as a key tool
- Storytelling to influence
- Being fruitful at negotiating
- Managing conflict for success
- Client communication & questioning
- Interviewing skills



Thank You