



Course Outline

Communication and Business Skills Series

CV Writing and Interview Skills

This outline is intended as a guide to the possible content of a course.

In practice, our courses are tailored to meet the requirements of our clients.

Overview

The world of work is changing at an ever increasing pace. One of the consequences for many organisations is the need to undergo periods of operational and/or departmental change often resulting in staff being disestablished from their current roles. For many staff, it will have been several years since they have had the experience of proactively seeking redeployment within, or a new role external to their organisation. They may also find that the skills required to write a 'winning CV' and to succeed at the interview stage have also moved on.

This course has been designed to support those who find themselves in the position of having to find another role and would like to improve their CV Writing and Interview Skills.

Outcomes

By the end of this course, you will be able to:

- write a 'winning CV' drawing on current 'best practice' hints and tips;
- recognise how best to approach the job interview in terms of:
 - the preparation required;
 - how to create the right impression;
 - how to handle questions.
- improve your performance at interview by ensuring that you are equipped to sell yourself effectively.

To support the achievement of the above, you will have the opportunity to practise and develop your practical skills using a number of small group, paired and individual exercises. You will also be encouraged to develop a *personal action plan* to support your continued learning back in the workplace.

Duration

1 day

Continued...

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Key Areas Covered

- The changing world of work and the expectations of recruiters.
- CV types.
- Structure - current 'best practice':
 - What personal details should you include?
 - Developing your personal profile.
 - Major achievements
 - Career history.
 - Qualifications and education.
 - Additional information.
- Things not to include in your CV.
- Layout considerations.
- The covering letter.
- Considerations for a covering letter.
- Interview skills and techniques:
 - Preparation.
 - Creating the right impression - using body language and your voice appropriately to help build rapport with the interviewer(s), control your nerves and maintain focus during the interview.
 - Dealing with questions confidently - being prepared to answer difficult questions and to develop a series of relevant questions to ask at the interview.
- Developing an understanding of competencies and 'competency based' interviews.
- What to expect at an 'assessment centre'.
- Action planning.

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