

INSTRUMENT NUMBER 17

- Using interviews as an assessment tool

1) Using interviews as an assessment tool

Does the adult use long and complicated syntactic constructions - at the risk of getting lost in his/her own ide-as - or does he/she use short sentences? Is the vocabulary he/she uses precise and varied or is it redundant and unsophisticated? Beyond the meaning of its purpose, the analysis of an adult's lexical richness and verbal structure reveals the inventiveness and the improvisational skills necessary for public speaking.

2) Listening carefully to decode the para-verbal dimension

Para-verbal is the whole range of expressions that make it possible to differentiate one person from another on the radio for example. Voice, volume, intonation or diction: if the adult is destined to express him/herself in front of an audience of clients or collaborators, these ingredients must be carefully measured.

3) Monitoring non-verbal language

Some clues may indicate the adult's level of confidence. Are the arms active or passive? Do they reflect an opening or closing posture? The distance chosen by the adult from the recruiter is also very telling, especially if he/she stands too close - in personal space - or on the contrary too far away, as if he/she wanted to flee.

Does the adult offer frozen smile, or does he/she smile expressively in support of his/her arguments, for example? Does he/she look directly at others?

Expected benefits:

- ✓ Better relationship with others: colleagues and partners
- ✓ Better understanding of the concerns expressed and not expressed

- ✓ More rapidity in adapting communication to the people you are talking to
- ✓ More ability to influence and engage partners
- ✓ Easier to deal with objections
- ✓ Significant increase in credibility
- ✓ Expansion of network: internal and external contacts
- ✓ Increases own effectiveness