

# Course Specification for Chambers' Practice Management

BESPOKE TRAINING & PERSONAL DEVELOPMENT SOLUTIONS FOR BARRISTERS' CHAMBERS



Practice  
Management  
Excellence

## Formal Interview Techniques

### Course Description

This course is designed for barristers' clerks, practice managers, and chambers professionals involved in recruitment. Participants will gain the skills to conduct professional, structured interviews that ensure the right candidates are selected for roles within chambers. The course covers best practices for preparing, conducting, and evaluating interviews while ensuring fairness, compliance, and effectiveness.

### Learning Objectives:

- Understand the key principles of professional interviewing and selection.
- Learn how to structure and prepare for formal interviews.
- Develop techniques to ask effective, role-relevant questions.
- Explore methods to evaluate candidates objectively and consistently.
- Gain insight into legal and ethical considerations in recruitment processes.

### Key Course Highlights:

- 1. Preparation for Interviews:**
  - Defining the role and required competencies clearly.
  - Creating an interview plan, including structured questions and assessment criteria.
  - Preparing the interview environment to create a professional and welcoming atmosphere.
- 2. Conducting Professional Interviews:**
  - Opening the interview and setting the tone.
  - Using behavioural and competency-based questions to assess candidates.
  - Active listening and note-taking to capture key responses.
- 3. Assessing Candidates Fairly:**
  - Establishing a scoring system to evaluate responses consistently.
  - Recognising and avoiding unconscious bias in decision-making.
  - Identifying red flags and probing for clarity where needed.
- 4. Handling Challenges in Interviews:**
  - Managing difficult candidates or unanticipated situations.
  - Maintaining professionalism when addressing sensitive topics.
- 5. Legal and Ethical Considerations:**
  - Understanding the Equality Act 2010 and avoiding discriminatory practices.
  - Maintaining confidentiality and respecting candidates' rights.
- 6. Making and Communicating Decisions:**
  - Consolidating feedback and making data-driven hiring decisions.
  - Providing clear, professional communication to successful and unsuccessful candidates.

### Key Outcomes:

- Confidence in conducting structured and professional interviews.
- Improved ability to identify and select the best candidates for chambers roles.
- Enhanced compliance with legal and ethical recruitment standards.
- A consistent, fair, and professional interview process that supports chambers' reputation.

### How is it done?

Our workshops are designed with significant input from delegates, ensuring relevance and tailored content. Rather than instructing, we adopt a professional coaching approach, fostering maximum learning and meaningful engagement. This methodology ensures high relevance to Chambers and supports lasting change. Delegates can expect minimal use of PowerPoint, with an emphasis on interactive, hands-on learning. All participants leave with comprehensive course notes and additional reading materials to support ongoing development.

### Contact Us

For more information about our courses and what else we offer, please visit :

[www.pmetraining.co.uk](http://www.pmetraining.co.uk)

Or to book your place contact :  
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