

## CASE STUDY

# Cross-Border Interview Training for HR Professionals and Managers

**Client :** Leading Pharmaceutical Group  
**Population :** HR Managers and Senior Line Managers  
(4 different nationalities)



### Challenge

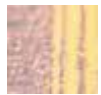
One of the fundamental challenges when recruiting internationally is the ability to successfully interview candidates across borders via telephone and/or video conference. This company was seeking techniques, tools and cultural understanding to ensure an effective step in their cross-border interviewing and selection process.



### Our Proposal

We developed a one-day training seminar around the following issues :

- General introduction to interviewing
- Sensitivity to cultural differences, CV format, Education, Diplomas, etc...
- Definition of a structured competency-based interview
- Development of a competency matrix for a specific position
- Development of an interview guide (questions, indicators, etc)
- Interview techniques and comparisons for different candidate populations
- A support tool to help analyze candidates' responses
- Live telephone interview with an international candidate as a role play



### Result

All participants felt better equipped and more at ease to interview candidates via telephone and / or video conference. Live telephone interviewed enabled each participant to better understand the strengths and weaknesses of such an interview.

14 Ave d'Eylau  
75016 Paris  
Tel : +33 1 4265 0166  
[www.terraconnecta.com](http://www.terraconnecta.com)

