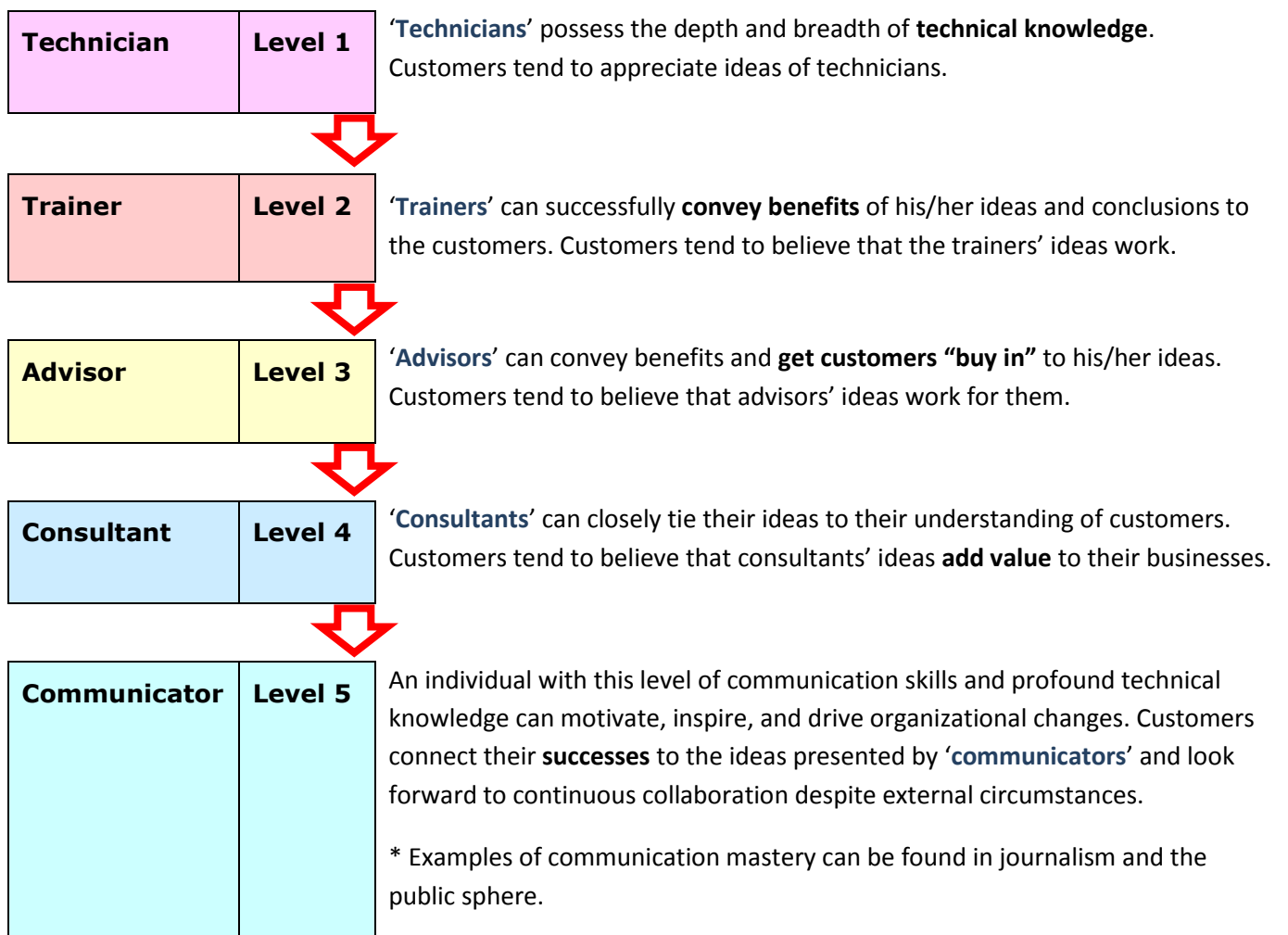


Trainer	Level 2
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Based on our evaluation of your interviewing skills, we would place you on the 'Trainer' level. Your technical skills and knowledge combine well with a customer-focused approach to your communication strategies. You are a good and observant listener. You know how to read the body language and non-verbal signals to understand what is important to the client and leverage this information for better results. Clients are happy with your audits and audit results in most cases.



There are, however, still opportunities to achieve much more as an auditor and interviewer by improving your listening and observation skills. Noticing the differences between answers and replies as well as appropriate verification of material can help you further understand customers' priorities. There are several techniques that can help you to move your collaboration with the client to a higher level of trust with better rapport; for example, there are techniques

Interviewing Skills Evaluation Results

that help to relax interviewee, identify the right level of details for your questions; and manage time during the interview.

Here are some points that we think can help you to increase your confidence as an interviewer and enhance customer satisfaction:

The musts of preparation	• Key information to know before the audit • Appearance that minimizes tension
Golden rules of questioning	• Using plain language • Making questions simple and short • Questions to avoid
Golden rules of listening	• How to listen actively • Non-verbal indicators of important information • Differences between answers and replies
Beware of interview killers	• Things that change the auditor into an interrogator • "Smart" things that can freeze an interview • Actions that can ruin trust and rapport

The training module that we would suggest you to take is **Audit Interview: Learn Journalists' Secrets**. It includes five one-hour virtual sessions as well as practical exercises on listening, observing and dealing with specific audit situations.

Here is a link to the training description: <http://www.c-bg/training/CAC01.aspx>

If you have any questions about the training, or about your evaluation results, please don't hesitate to contact us.

Sincerely,

Romayne Smith Fullerton, PhD,

Director of Communications

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