

Recruitment and Selection is a two-day programme for managers and supervisors designed to equip them with key skills to enable them to confidently and competently recruit new personnel. During this course we will uncover the core skills associated with developing and implementing an effective, structured, recruitment interview. The first part covers a systematic process of job skills analysis to develop an ideal person profile, producing question plans that are fair and reasonable (i.e. avoiding discrimination claims) and tips on screening applications. Delegates will learn to formulate competency-based questions – focusing on a candidate's past behaviour that might point to standards of future performance. The second day of the course provides a step-by-step preparation and delivery process for the interview itself, effective questioning techniques, dealing with challenging candidates and follow-up actions.

Workshop Leader: Catherine Bowie

PRE-COURSE ACTIVITIES

Participants will be expected to:

- Complete a pre-course questionnaire
- Be familiar with the organisation's Standard Operating Procedures (SOP) for Recruitment

WORKSHOP OBJECTIVES

By the end of the course participants will:

- have a sound understanding of their roles and responsibilities regarding recruitment within their organisation
- be aware of the steps in planning and preparing for selection interviews
- have developed their skills in selection interviewing
- considered the most appropriate methods of assessing the information presented
- know how to use competencies as part of the interview process
- have a plan of action for developing their selection interviewing skills

WHO SHOULD ATTEND

This course is primarily aimed at those with little or no previous experience in Recruitment and Selection interviewing. It should be useful as a refresher for those familiar with the recruitment process. The course is very practical, and will reference participants' experience throughout.

Note:

* **Interview Simulation:** *on Day Two, course participants will be given opportunities to conduct an interview in a supportive and risk-free environment, with individual feedback and assessment.*

Outline Programme

Welcome and Introductions

Preliminary Considerations

- Defining the Recruitment and Selection process
- Methods of external recruitment: head-hunters, recruitment agencies, media advertising
- Your own role and responsibilities
- Understanding why mistakes are made

The Selection Overview: a four stage process

- Define the position: roles and responsibilities, identifying required skills and competencies, preparing checklist for interview questions
- Screen the Candidates: application forms, CV's, the telephone interview
- Hold the Interview: setting the scene; types of interview questions and techniques; competency based interviewing, closing the interview.
- Document and Decide: objective comparison of candidates; giving feedback, both positive and negative

The Interview Environment

- preparing the interview room; selecting times, venue
- style of interview: one-to-one, board, panel and who should attend

Conducting successful interviews* (see Note)

- establishing an open environment; putting the candidate at ease
- overcoming barriers to communication
- positive body language and building rapport
- identifying candidate's qualities, attributes and skills
- keeping the interview on track
- importance of employment legislation in successful interviewing; discrimination awareness
- using competency-based questions in the process

Honing/transferring your skills

- Developing active listening skills
- Questioning techniques: open/closed/probing for clarification
- note taking and recording information

Interview Review

- Post-interview assessments; reviewing candidate's qualities/skills etc against predetermined criteria
- Selecting the right candidate; evaluation of performance, strengths and weaknesses.

Personal Action Planning

Close of Workshop



COMMUNICATE

80 GRANGE LOAN EDINBURGH EH9 2EP UK – SCOTLAND • tel: +44 (0)131 667 4587
website: www.communicate-consultants.com • e-mail: info@communicate-consultants.com