



RECRUITMENT AND SELECTION

Course Template

Outcomes:

Participants will be able to effectively advertise positions, screen applications, conduct selection interviews, and make sound selection decisions, using a behavioural interviewing approach.

Target Audience:

H.R. staff, line managers, etc. involved in staff selection. Ideally maximum 10 participants (intensive skills practice and feedback)

Duration:

One or two days (depending on numbers and client requirements)

Objectives:

On completion of the training, participants will be able to:

- develop behavioural questions relevant to the position's needs
- effectively screen job applications and prepare for the interview
- employ effective open-ended, closed and probing questions
- demonstrate good active listening and communication skills
- select the applicant best matching the position requirements

Key Content:

- Factors affecting staff selection
- The costs of selection (and of poor selection)
- Selection techniques and their relative effectiveness
- The behavioural interview
- The recruitment and selection process
- Determining the real position/person requirements
- Advertising vacancies and screening applications
- Preparing for, and conducting the interview
- Recording interview outcomes and selecting the best applicant
- Common interviewing and selection pitfalls
- Skills practice

Comments by Participants:

- *Very interesting and work related. Well done.*
- *Thanks, Narayan, for a job very well done*
- *Very useful information on behavioural interviewing*
- *Thank you very much for the training*
- *Enjoyed it and benefited greatly*
- *All interviews from here on will be positively affected*
- *Very good*
- *Will be put to good use in the near future*
- *A very worthwhile topic - most beneficial*
- *Really well organised tools for interviewing*