

Staffing is one of the most important functions as it impacts on the productivity and competitiveness of an organisation. But recruiting the right people for the right jobs is a complex task. This workshop is designed to provide you with the knowledge and skills to conduct the recruitment process effectively and make the right hiring decisions. You'll walk through the basics of the process from planning an effective interview, to clearly assessing each candidate's past job performance and predicting his or her future success with your organisation. Through this workshop you'll learn how to make every interview as productive, focused and successful as possible, and you'll leave with proven techniques that will help you choose the best candidate for the job.

Objectives

- Hire people that best fit your organisation's needs
- Analyse job requirements and set criteria for selecting ideal candidates
- Source and select appropriate candidates to interview
- Understand how to use behavioural questions to explore the candidate's true character, skills, attitude and workplace behaviour
- Ask questions that are both legal and effective
- Elicit spontaneous, truthful responses
- Recognise red flags that predict sub-par performance
- Obtain a complete picture of an applicant's strengths and weaknesses
- Identify the best candidates using an effective selection process
- Understand the concepts of competency-based selection

Participants are required to join with video camera and microphone to allow for active participation.

Key Topics

The Recruitment Process

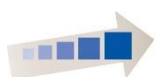
- The objectives and benefits of competency-based selection
- Defining the type of person who can match the job and the organisation
- Conducting a well-structured and effective selection interview
- Approach and questions to ask to get meaningful information for validation and evaluation

Key Elements of an Effective Selection Interview

- The "dos" and "don'ts" of interviewing techniques
- Structure of the interview
- Identifying issues to be avoided
- Preparing for the interview
- Conducting the interview
- Opening and structure
- Building rapport to get candid responses
- Gathering essential information by asking appropriate questions
- Giving information of value to the candidate
- Ending the interview
- Evaluating and making the selection decisions

Communication Skills and Questioning Techniques

- Behavioural and situational questions
- Formulating behaviour-based questions for specific objectives
- Probing for behavioural responses and collecting contrary evidence
- Making objective observations of the candidate



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