

Recruitment, Selection & Interviewing Skills

Two Day Course

Who will benefit

Those involved in recruitment campaigns and the interviewing and selection process for staff.

Objectives

- Understand the law as it relates to recruitment
- Appreciate value of job descriptions and person profiles
- Skills and techniques to screen applicants
- Structure and conduct effective interviews
- Make an objective assessment of candidates.

Defining Excellence

- Making a recruitment process successful

The Cost of Recruitment & Legal Aspects

- The law on recruitment
- What you can and cannot ask
- Appreciate costs incurred

The Job Description

- The importance of the job description
- How it influences the person specification
- Writing a job description and defining duties

The Person Specification

- A clear objective profile
- Skills & experience; personality & behaviour
- Expectations & motivations

Initial Selection Techniques

- The application form
- Telephone screening

Communication Skills

- Verbal and non-verbal behaviour
- Understanding different questioning styles
- Controlling the interview through effective communication
- Developing a positive and straightforward style
- Handling difficult people assertively

Planning the Interview

- Approach
- Personal preparation
- Creating the right atmosphere
- Structure and benchmarking criteria
- Focusing on relevant information
- Uncovering evidence

The Interview

- Opening the interview
- Empathy and rapport
- First impressions
- Control and management
- Gathering information
- Active listening skills
- Ending the interview

The Assessment

- Examining the evidence for each selection criterion
- Assessing each candidate
- Following up references

Skills Practice

- A portfolio of challenging exercises to check and emphasise what has been learned

Action Plan

- Participants plan and discuss what they will do on return to work.