

Recruitment, Interviewing and Selection

Why Attend

- This is the 'everything you need to know' course you have to attend before hiring someone. By participating in this course, you will learn all you need to know about employee interviews, recruitment and selection. You will also learn why making the wrong hiring decision means throwing away a substantial investment in time and money. In a nutshell, this course will help you avoid hiring the wrong candidates.

Course Methodology

- The course uses a combination of interactive tools such as lecturattes, case studies, group activities and role plays. The course also uses a selection of short films to inject a higher dose of practicality into the course.

Course Objectives

By the end of the course, participants will be able to:

- Define recruitment, list its main steps and learn the best methods and sources for attracting qualified candidates
- Practice the various techniques used for short listing and assessing candidates and the reliability and validity of each
- Discover the main types of selection interviews and when and how to use each
- Prepare and conduct a probing interview for any vacancy and level in the organization
- Use the data collected from various assessment stages for selection purposes

Target Audience

- Managers, superintendents, supervisors and officers in the functions of human resources or recruitment whose jobs require recruiting and selecting employees. The course is also very useful for all those outside human resources whose jobs require conducting frequent and important selection interviews.

Target Competencies

- Decision making
- Communication
- Negotiation
- Interpersonal skills
- Influencing
- Culture awareness
- Service delivery

Recruitment and selection

- Recruitment versus selection
- Stages in the recruitment process
- Roles and responsibilities at each stage
- Managing relations with other HR functions

Defining requirements

- Building a job profile: the use of essentials and desirables
- Job description: format
- Person's specifications
- Personal profile

Attracting candidates

- Various sources for attracting candidates:
- Referrals and internal candidates
- Recruitment ads
- Advertising pros and cons
- Internet and websites
- Recruitment agencies and head hunters
- Career fairs and universities

Screening candidates and short listing

- Tangible versus intangible criteria
- Shortlisting steps
- Scope of an assessment center
- The use of CVs, résumés and applications for short listing
- Verifying on-line applications

Interviewing candidates

- Screening and biographical interviews
- Serial and sequential interviews
- Hypothetical interviews
- Panel interviews: pros and cons

Evaluating candidates

- Importance of data capture
- Objective versus subjective remarks
- Legal and fairness issues
- Producing a personal profile

The selection decision

- Criteria that should be used
- Use of decision matrixes in selection
- Use of competency gap analysis

Recruitment and selection information management

- Building a database for sources and candidates
- The importance of data tracking
- Physical files versus soft files
- HR management systems