

Academy of Training

Recruitment and Interviewing Skills

Overview

Managers, team leaders and other key staff with personnel responsibility play an important role in the selection of staff to achieve the organisation's goals.

As part of that role, they must ensure that descriptions of both the job and job holder accurately reflect the needs of the organisation, that applications generated are appropriately screened and that interviews are conducted in such a way as to fully assist the selection process.

Objective

The objective of this one-day programme is to assist managers, team leaders and other staff with personnel responsibility in developing their recruitment and interviewing skills so as to better equip them in selecting quality people to fill vacancies arising within their area of responsibility.

Content

Topics covered in the programme include:

Staff Selection and Recruitment

- Staff selection process and corporate objectives
- Job descriptions and review
- Key result areas and performance indicators
- Identifying job requirement
- Ethical, legal and equity and diversity considerations
- Avoiding bias and the Halo effect.

Screening Applicants

- Advertising and promoting - internal and external
- Screening applications
- Matching applications against specifications.

Selection Interviewing

- Understanding our own personal style
- Working with different personalities and social styles
- Conducting selection interviews
- Questioning techniques and types of questions to avoid
- Listening, questioning and responding
- Behavioural interviewing techniques
- The place of and pitfalls of situational questions
- Controlling the interview
- Gaining and evaluating information
- Opening and closing techniques and collation of information.

Follow up and Evaluation

- Reference checking techniques and completion.

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