Recruitment interviewing and selection

Overview
Recruiting the best candidates for your team is an incredibly important function and yet it can often seem a daunting exercise as the potential consequences of making the wrong decision are huge. This one-day course is therefore designed to help managers to make the right decisions in the recruitment of new staff. The emphasis is on the use of a structured approach where good preparation and effective interviewing techniques ensure that the ‘right’ candidates are taken on by the organisation in accordance with internal policies, best practice and legal considerations.

Training objectives
This is a skills- and confidence-building programme which will help participants to:
- Use a structured, objective and consistent approach to recruitment and selection
- Understand how discrimination and other relevant legislation affects this area and appreciate the practical implications for managers
- Comprehend your organisation’s policies and procedures for recruitment and selection and the need to comply fully with them
- Determine appropriate, objective and effective selection criteria
- Plan, prepare and conduct an effective selection process – using a range of methods as appropriate – that provides evidence against defined selection criteria
- Ensure that candidates are evaluated effectively and that recruitment decisions are objective and documented appropriately

Above all, attending this programme will help participants to make the right recruitment decisions and select the right people.

Audience
All managers with responsibility for recruitment and selection, in any type of organisation – large or small; public, voluntary or private sector.

Format
The course is highly participative, using small team discussion, a quiz and practical exercises including a practice interview session which they will prepare for and conduct on the day with support from the trainer.

Participants will be sent a welcome pack in advance of the course and will be asked to bring along examples of a relevant job description and person specification that they will work with during the course. Participants will also be asked to familiarise themselves with key internal policies and procedures relating to this area and to bring copies to the course for reference.

Special feature
This programme is, of necessity, tailored to each different organisation in which it is delivered, to reflect their policies and procedures, job description formats, etc. The content, duration, objectives and material used can all be tailored to suit your specific needs.

The expert trainer
Rosanne, who has over twenty years’ experience working in Human Resources as an HR Manager, a trainer and a coach, is passionate about helping organisations and individuals reach their full potential. She has substantial experience of training and development at all stages, including training needs analysis, designing and delivering training interventions and training evaluation against business outcomes and performance. A Chartered Fellow of the Chartered Institute of Personnel and Development, a Business Practitioner in NLP and with a background in Transactional Analysis,
Rosanne is also a qualified coach through the Coaches Training Institute and has recently graduated from the Solutions Focus Professional Training programme.

Rosanne has worked as the lead HR associate trainer with The In-House Training Company ever since its formation in 2006 and in that time has delivered an outstanding service to a range of clients, including Stevenage Leisure, Welwyn Hatfield Borough Council, Central Bedfordshire Council, Johnson Matthey, Cambridgeshire NHS Trust, Hertfordshire Chamber of Commerce, Central Borders Housing, Hertfordshire County Council, RIAS Insurance, Arvato Loyalty, Personal Group, Grant Thornton, etc.

A presenter of both ‘open’ and in-house training courses, Rosanne’s approach generates excellent feedback, as the following comments show:

‘A lot of information was absorbed. I’ve not had SO MUCH FUN on any previous course.’

‘Excellent facilitator. Can draw the audience and get the best out of them.’

‘I think that this is the most useful and enjoyable course I have attended so far, not only in content but also in presentation.’

‘Thoroughly enjoyable and highly relevant throughout. Very professionally prepared and presented. Thank you.’

‘Really fun, very informative, lots of great ideas.’

‘Excellent course in terms of content, right balance of theory and practical sessions. Rosanne made us feel extremely relaxed and gave feedback to help us learn from the practical sessions.’

Course outline

1 Setting the scene
   - The importance of recruitment and selection and making the ‘right’ decision
   - The need for evidence

2 Legal aspects of recruitment
   - Overview of equal opportunity and other relevant legislation
   - Recruitment law quiz
   - Practical implications for managers

3 The process
   - An overview of your organisation’s recruitment process
   - Key stages
   - Assessing the vacancy
   - Preparing effective job descriptions
   - Identifying knowledge, skills and behaviours required
   - Understanding competencies
   - Preparing effective person specifications
   - Advertising the vacancy
   - Short-listing against your selection criteria
   - Documentation

4 Selection methods
   - Understanding and using different selection methods
   - The interview – exploring common beliefs about interviewing
   - How to ensure objectivity
5 Preparing for interview
- How to prepare for the interview
- Effective questions that search for evidence against your criteria
- Exercise: preparing competency/behavioural based behavioural questions
- Questions to avoid
- Other practical considerations

6 Interviewing techniques
- How to structure an interview
- Interviewing skills
- Looking for STAR answers
- Controlling the interview and closing the interview
- Note-taking and maintaining records

7 Interviewing skills practice
- Participants prepare for and conduct an interview in small groups
- Feedback and building on this learning

8 Evaluating candidates and making the right decision
- Objective decision-making
- Recording the decision
- Communicating the decision
- Next steps

9 Putting it into practice – investigations
- As a group, participants will prepare and conduct an investigation into an alleged incident in order to build knowledge, skill and confidence in this area.

10 And finally...
- Action planning – identifying how participants will transfer this learning into the workplace and what else they may need which will help them to do this effectively
- Review and close

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