Recruitment & Selection Course

Duration: One day
Delegate No: Min 3, Max 12
Times: 09:00 - 17:00

Target Audience

• For those new or with limited experience of recruitment, wanting to develop some skills and confidence in interviewing team members. Participants will learn to produce an accurate assessment, whilst appreciating the whole selection process within the organisation.

• We also deliver a more extensive course based over 2 days that includes competency based interviewing techniques.

Course Aim

• To provide participants with the skills, knowledge and confidence to recruit and select the right team member for the job. We recommend that the training is supported with the current recruitment and selection documentation and process, to ensure that the training embeds best practice across the organisation.

• For the interview skills practice sessions, our experience shows participants acquire a deeper level of learning when practising their interviewing skills with either internal candidates, not attending the programme and unfamiliar to the participants. It provides a more ‘real life’ experience.

Course Objectives

By the end of this one-day training course, the participants will have:

• Recognised the importance of adopting a structured recruitment process and the use of relevant selection methods.

• Screened candidates’ CVs using an agreed selection criteria for a job role and identify anomalies for further research.

• Prepared for a first stage selection interview to ensure they create the right first impressions and candidate engagement.

• Asked effective questions and accurately assess the candidate’s potential suitability for the role.

You can have the best strategy and the best building in the world, but if you don’t have the hearts and minds of the people who work with you, none of it comes to life.

Renee West

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Course Outline

09:00 Welcome and introductions
- Course and personal objectives
- Domestic arrangements and style of programme
- Personal introductions, icebreaker questioning exercise

09:30 Effective recruitment and selection methods
- Cost of poor recruitment decisions
- Role of manager and HR within the current selection process
- Selection methods and their validity
- Positioning and benefits of using a structured screening criteria and process
- Rotating flipchart exercise, short presentation and group discussion

10:15 Screening and short listing job applicants
- Essential skills and attributes
- Considerations for screening application forms
- Areas of the application to focus on
- Using your selection criteria for screening applicants
- Group discussion and 'screening applications' exercise using job applications for a pre-selected job role (if using internal or external candidates, this exercise would act as preparation for the interview practice sessions)

11:00 Coffee

11:15 Structuring and preparing for interviews
- Introducing the WASP structure and it's benefits
- Creating the right first impressions
- Building rapport and empathy
- Biographical information covered
- Selling the organisation and the job
- Preparing yourself, the environment
- Preparing the candidate
- Demonstration with group learning review, small group exercise and feedback

“Interesting, good pace, gained a lot of information for recruitment which was ideal.”
Matt Redwood, Residences Manager, KUSCO

“Really valuable day which helped give structure to the recruitment process. Great confidence builder.”
Name and company withheld
Course Outline (Continued)

11:45 Using effective questions
- Types of questions to use at an interview
- Applying questions to build rapport, uncover experience, motivation fit, and aptitude for the role
- Recognising questions to avoid and why (awareness of employment legislation and the ‘horns and halo’ effect)
- Group discussion, trainer presentation, questioning exercise in pairs or trios

12:30 Lunch

13:15 Actively listening and taking notes
- Active listening, reflecting back and summarising responses
- Note taking
- Energising listening activity and review, trainer presentation tips plus some short exercises to practice actively listening, note taking and summarising candidate responses

14:00 Preparing for the selection interview
- Briefing and interview preparation

14:20 Conducting a selection interview
- Practising skills of interviewer, note taker and observer
- Practice session one with observer feedback (30 minute practice, 10 minutes review and feedback) - option to utilise internal candidates to make the practice session more ‘real life’

15:00 Tea

15:15 Conducting a selection interview (continued)
- Practice session two with observer feedback (30 minute practice, 10 minutes review and feedback)
Course Outline (Continued)

15:55	Making the selection decision
- Evaluating and rating evidence
- Using a rating scale
- Recommending the next stage in the selection process
- Trainer tips presentation, short exercise in trios to rate candidate responses followed by whole group review of candidates to compare ratings (if using external candidates)

16:45	Applying the learning and next steps
- Review of learning and action planning
- Course feedback

17:00	Close

The training will be supported with:

• An optional participant pre-course questionnaire and/or pre-course reading.
• A colour printed workbook with tips, techniques and space for personal notes.
• An interview practice guide with the option to in build the organisation’s selection criteria for a pre selected role

Client reviews

🌟🌟🌟🌟🌟 4.7/5 stars from 30 reviews on Freelindex and Google