

## **RECRUITING FOR RESULTS THROUGH EFFECTIVE INTERVIEWING SKILLS**

Managers are given the task to hire for performance to achieve organizational results, but yet hiring people is something that a lot of them don't really enjoy and most of them haven't really been trained to do so. Again, managers do the best they can with the little knowledge and guidance, putting a lot of time into interviewing candidates and making final hiring decisions, but rarely coming out of the whole process feeling confident that they have hired an outstanding performer. Recruiting for Results through Effective Interviewing Skills is a program designed with a very specific goal – to hire people who will come on board and move into the new job to deliver outstanding performance. The whole hiring process is made more systematic and logical with a clear strategy for the interview. The exciting part in this program is when the participants are taught to use a set of practical tools and a coherent framework within which candidates can be screened for outstanding performance. The Communication Style Survey (CSS) and the workshop on "Using an Interviewing Checklist" would attend to the immediate needs of the manager and the organization.

### **Key focus**

1. Understand the increasingly important role of interviews within an organization
2. Gain the skills necessary to conduct interviews effectively
3. Be aware of the strengths and weaknesses of interviews as a selection process
4. Use the basic procedures before and after an interview
5. Assess and spot personality patterns
6. Apply the "assessment tools" during the interview
7. Hire outstanding performers

### **Who will benefit**

1. Managers
2. HR Manager
3. Line Managers
4. Heads of Department
5. All involved in recruiting and interviewing candidates from all industries

**Take The Next Step**

## Day one

### 1. An Introduction to Recruiting

- ▶ The employment application form
- ▶ Job specification and job description
- ▶ Before, during and after the interview
- ▶ Common interviewing problems

0900-1030

### *Morning tea break*

1030-1045

### 2. A Behavioral Approach

- ▶ Spotting personality patterns
- ▶ Making three basic assumptions
- ▶ The concept of personality
- ▶ Predicting the future
- ▶ Strategy versus techniques

1045-1300

### 3. Pinning Down What Is Needed

- ▶ Targeted interviewing
- ▶ Starting with the job description
- ▶ Focusing on behaviors
- ▶ Looking at what people actually do
- ▶ Let's not oversimplify things
- ▶ Assuming they are hired

### *Lunch*

1300-1400

### 4. Identifying the Ingredients for Success

- ▶ The winning candidates profile
- ▶ Our challenge in the interview
- ▶ The starting point
- ▶ Day-to-day execution
- ▶ Dealing with people
- ▶ The inner person
- ▶ Additional characteristics

1400-1530

### *Afternoon tea break*

1530-1545

Take The Next Step

**5. Studying the CV**

- ▶ Identifying the general background
- ▶ Assessing the candidate's work experience
- ▶ Studying the educational background
- ▶ Identifying the career progress
- ▶ Spotting portable assets

1545-1700

**Day two**

**6. What to Look For In A CV**

- ▶ Indications of attitude and initiative
- ▶ The covering letter
- ▶ Sorting the candidates out
- ▶ Looking for career stability

0900-1030

*Morning tea break*

1030-1045

**7. Planning the Interview**

- ▶ Preparing the interview
- ▶ Ensuring your purpose is clear
- ▶ Reviewing the available information
- ▶ Planning the coverage
- ▶ The need to plan
- ▶ The plan itself

1045-1300

**8. Examining the Five Interview Areas**

- ▶ Education
- ▶ Work history
- ▶ Career goals and aspirations
- ▶ This specific opportunity
- ▶ Personal life and hobbies

*Lunch*

1300-1400

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**9. Examining Strengths and Weaknesses**

- ▶ Starting with strengths
- ▶ Moving on to weaknesses
- ▶ A useful one-two combination
- ▶ Self-development
- ▶ Using a questionnaire

1400-1530

**10. Effective Listening**

- ▶ Listening to what is being said
- ▶ The reflective responses
- ▶ Feeling the facts
- ▶ Dealing with silence
- ▶ Maintaining a positive attitude

*Afternoon tea break*

1530-1545

**11. Communicating Styles Survey (Css)**

- ▶ Finding your CSS styles
- ▶ Understanding the behaviors associated to the CSS styles
- ▶ Interpreting the CSS styles
- ▶ Characteristics of the four CSS styles
- ▶ Develop strategies for adjusting to the different CSS styles
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- ▶ Develop strategies for adjusting to the different CSS styles

1545-1700

**12. Practical Session Using the Interview Checklist**

- ▶ Participants will be:
  - given a mock session using the checklist
  - will be evaluated on the performance
  - guided and corrected where necessary

**Take The Next Step**