

# Recruitment & Selection

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3 Day Interactive workshop.

**Who should attend:** This workshop is designed for those who wish to develop the skills of recruitment and selection to ensure the best possible outcome for every recruitment exercise he/she undertakes.

**No prior knowledge of recruitment is required for this workshop**

## **Workshop Content**

### Candidate Attraction Strategies

- Understanding the talent shortage and what it means to you
- Writing effective job advertisements
- Candidate databases – what you should record
- Basic Headhunting Techniques including role plays
- Dealing with and briefing recruitment agencies

This session includes a discussion on generational issues in attraction strategies.

### The Selection Panel

- The role of the panel
- Who should be on the panel
- How the panel should behave during the process

### The Selection Process

- Resume assessment
- Understanding how to identify a quality candidate
- The job criteria and the pre-screen
- Skills Vs Competencies and how they relate to the selection process
- The Pre-screen telephone call

# Recruitment & Selection

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## The Candidate Interview

- Introduction to interview techniques
- Overview of interview techniques and advantages and disadvantages of each method:
  - o Preferential
  - o Competency
  - o Behavioural
  - o Traditional
  - o Situational
- Preparing an interview template based on job criteria and utilizing behavioural techniques
- Activity – preparing an actual interview template
- Role Plays
- Panel Questions – who should ask what?
- Assessing the candidate during interview
- Making appropriate notes
- Understanding discrimination issues
- Feedback to give the candidate during interview
  - Assessing culture and team fit
  - Generational issues to consider
  - Case studies to discuss in small groups

## Reference Checks

- What questions should you ask and how you should ask them.
- Who should you talk to?
- Legalities around reference checks
- Assessment of referee's/reference checks
- Case Studies to consider

## Other Employment Checks

- Important points to consider

# Recruitment & Selection

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- Police and other checks
- Maintaining confidentiality

## Candidate offers and acceptances

- Negotiating with candidates (including role plays)
- Controlling the process
- Managing counter offers and conflicting offers (including role plays)
- Rejecting unsuccessful candidates
- Giving candidate feedback (including role plays)

## General Questions

Open the floor to relevant questions from participants.

## Assessment, review and conclusion

### **Learning outcomes of program (general):**

- Solid understanding of the recruitment and selection process
- Ability to create interview pro-formas using a variety of techniques
- Confidence with interviews – making better hiring decisions based on higher quality interviews
- Understanding the importance of a thorough and rigorous pre-screen
- Thorough understanding of the recruitment process from resume received to offer/rejection of candidate
- Confidence with dealing with candidates at all stages of the process to ensure a positive experience
- Understanding of the differing needs of candidates based on their generation
- Understanding of how to make interviews more Gen Y “friendly”
- Ability to undertake detailed reference and other pre-employment checks

Please note that all session content will be tailored to your Recruitment and Selection Policy and the policy will be referred to during each and every session.

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## Statement of Expertise

The Recruitment Training Company has been operating since 2001 and is the leader in the provision of skills training in recruitment. Our training is practical and up to date. We are currently working with a number of recruitment professionals as well as delivering training to the long term unemployed via our Preparation for Work program. We believe that we can offer a practical, up to date and engaging option. The facilitator for this program has a reputation for delivering fast paced, fun and relevant training and is a recognized leader in the delivery of recruitment training in Australia and New Zealand.

## How to contact us:

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