



# Recruitment Essentials

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**Who should attend:** New consultants to the industry and those whom wish to formalise their training.

**Outcome expected:** Consultants will gain an entry level qualification to the professional recruitment industry as well as a solid understanding of the basic skills required to be a successful recruitment consultant.

The Recruitment Essentials program is available via tele-training and face to face

## **Session 1: Back to Basics Consulting**

### **Introduction**

- How the Recruitment industry started
- Where it is now and where it is going
- Basic definitions and jargon

### **Overview of the Recruitment Process**

- Flow chart and steps

### **Candidates**

- Common sourcing and selection procedures
- The interview
- Candidate management and care
- Reference checking
- Candidate assessment and evaluations

## **Session 2: Sales Skills for a Competitive World**

### **The Art of Prospecting**

- Where to find prospects
- How to organize them and what to do with them

### **Cold Calling Techniques**

- Overcoming call reluctance



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- Setting a call objective
- The structure of the call
- Your voice and what it says about you
- Non-verbal body language

### **Client Visit**

- Overview of client visits
- Setting a visit objective
- Structure of a client visit using needs/solution techniques
- Non-verbal body language, yours and your client's
- How to close

### **Follow Up for Relationship Selling**

- Why stay in touch?
- How often to stay in touch
- Ideas for follow up
- E-mail and other forms of follow up

### **Handling Objections**

- Role play your way to handling any objection!

### **How to Close**

- Asking for the order/advert/business
- When, Why and How

## **Session 3: Creating a Great Candidate Base**

### **Sourcing Candidates**

- Sourcing mechanisms other than advertising
- The power of networks

### **Headhunting techniques**

- Researching your targets



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- Making a direct approach
- Making an indirect approach
- Marketing your role

### **Effective pre-screening**

- The importance of the pre-screen
- Preparing a competency pre-screen from a job brief
- Effective use of your voice
- Role pays based on a job brief

### **Gaining candidate commitment and loyalty**

- At pre-screen
- At interview
- Asking for exclusivity
- Asking for referrals
- Candidate care and follow up
- Turning candidates into clients

### **When the client and candidate is the same person**

- Turning clients into candidates
- The approach
- Asking for commitment
- Follow up

## **Session 4: Time Management and Negotiation Skills**

### **What Exactly is Time Management?**

- Definitions
- Seven Key Habits of Effective time management

### **Where are You Spending your Time?**

- A typical day at work
- The Urgent-Important Model – How your time should be divided



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### **How to Structure your Day for Peak Performance**

- Prioritizing your day into time blocks for maximum efficiency

### **Tips From the Time Management Experts**

#### **The Negotiation Problem**

- Win-win
- Win-lose
- Lose-win
- The negotiation diagram

#### **Preparation for Negotiation**

- Setting an objective
- Know what you want and what you will accept
- Tactics
- Strengths and weaknesses

#### **Negotiation Theory**

- Probing
- Listening
- Questioning techniques

#### **Communication**

- Voice
- Non-verbal communication
- Thinking on your feet

### **Winning People to your way of Thinking**

#### **How to contact us:**

The Recruitment Training Company

T: 1300 685 838

W: [www.trtc.com.au](http://www.trtc.com.au)