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Imsimbi Training proudly presents

Recruitment & Selection – 2 DAYS

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.

This course is accredited by the Services Seta and material covers unit standards 12140 at NQF level 5 worth 9 credits.

SERVICES SETA

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COURSE OBJECTIVES

This two-day course will help you teach participants how to:

- Ensure your recruitment staff recruit the best candidates for your organisation.
- Analyse the costs incurred by an organisation when a wrong hiring decision is made.
- Develop a fair and consistent interviewing process for selecting employees. Ensuring recruitment integrity.
- Prepare better job advertisements and use a variety of markets.
- Develop a job analysis and position profile.
- Use behavioural, achievement oriented, holistic, and situational (critical incident technique) interview questions.
- Enhance their professional interviewing skills.
- Effectively interview difficult applicants.
- Check references more effectively.
- Maintain confidentiality throughout.

COURSE OUTLINE

The Recruitment and Selection Process
During this session, we will take a quick look at the six stages of the hiring process.

Factors in the Hiring Process
We will examine the three levels of factors in the hiring process in this session.

Cost Analysis
During this session, participants will analyse the cost of hiring an employee.

Job Analysis and Position Profiles
Determining just what you're hiring for is the second stage of the hiring process. We will look at performing a job analysis and writing a position profile in this session.



Determining the Skills You Need
Once you have analysed what the job will entail, you will need to determine what technical and performance skills the candidate will need. We will examine various ways of doing this during this session.

Finding Candidates
During this session, we will examine the advantages and disadvantages of various advertising methods.

Advertising Guidelines
If you're going to spend time and money looking for a candidate, you should make sure your ad passes the ten tests of advertising.

Screening Resumes
Now that you have the stack of resumes on your desk, what are you going to do with them? Our recommendation is to use a resume screening guide. During this session, we'll discuss just what that is, how to develop one, and how to use it.

Performance Assessments
In addition to interviewing, you may also choose to have candidates complete a technical or performance exercise. We will look at both types of exercises.

Problems Recruiters Face
During this session we will discuss some common mistakes recruiters make and how to avoid them.

Interviewing Barriers
There are also some human mistakes that recruiters make; this will be our focus during this lecture.



Non-Verbal Communication
During an interview, it is crucial to be aware of the non-verbal signals that you are giving and receiving. We will explore some of these signals through a lecture and an exercise.

Types of Questions
Obviously, the ability to ask questions is crucial to an interview. During this session, we will discuss how to use open questions, closed questions, and probes.

Diana Jones
To wrap up the first day, participants will work on a case study to help Diana Jones figure out why her hiring process didn't work like she had expected.

Traditional vs. Behavior Interviews
During this session we will look at what behavioural interviewing is and how it differs from traditional interviewing. Participants will also have the opportunity to develop some sample behavioural questions.

Other Types of Questions
There are two more key types of questions that you can use during an interview: achievement oriented and holistic. We will take a brief look at both types during this session.

The Critical Incident Technique
Another type of interview question asks the candidate how they might behave in a certain situation. We will explore why these questions are so valuable, how to develop them, and how to use them.

Listening for Answers
Listening for what the candidate does and does not say is just as important as asking the right questions. During this session, we will look at some key listening skills.



Difficult Applicants
During this session, participants will role play one of four difficult applicants in a mock interview. We will also discuss how to get the information you're looking for out of these types of people.

Interview Preparation and Format
During this session, we will discuss some things you should do before, during, and after the interview.

Other Interview Techniques
During the interview, there are some techniques you can use to keep things moving. We will talk about five of the most common methods.

Scoring Responses
During this session, we will discuss how to use performance-based rating scales.

Checking References
We will look at how to check references, using a reference guide, and who to ask for references.

Discrimination and Labour Law
Through a brief lecture, participants will learn about some of the key labour law and discrimination issues that recruiters face.

Skill Application
We will spend the afternoon of Day Two developing an interview guide and role-playing the interview using all the skills we have learned.



COURSE CONTENTS

Introduction :

- ✓ Expectations exercise
- ✓ Setting boundaries
- ✓ Balancing self, team & society
- ✓ Deepening self awareness
- ✓ Interviewing Mistakes
- ✓ Principles for Exploring Past Actions
- ✓ Cost Analysis
- ✓ The Legislative Context of Recruitment and Selection
- ✓ Plan and Prepare for Recruitment and Selection
- ✓ Job Analysis and Position Profiles
- ✓ Job Profile
- ✓ Matching Technical and Performance skills to a position
- ✓ Finding Candidates
- ✓ Ten Tests for Advertising
- ✓ Screening Curriculum Vitae
- ✓ C.V. Rating Guide
- ✓ Developing A Guide
- ✓ What is Emotional Intelligence?
- ✓ Applying emotional intelligence and recruitment integrtiy
- ✓ Halo/Horn Effect
- ✓ Error of Central Tendency
- ✓ Stereotyping
- ✓ Probing
- ✓ The Seven Types of Interview Questions



- ✓ H.R. recruitment cycle
- ✓ Additional Types of Interviews
- ✓ Achievement-Oriented and Holistic Questions
- ✓ Analysing Types of Questions
- ✓ Types of questions
- ✓ Difficult Applicants:
    a) Silent Sam
    b) Betty Bluff
    c) Slippery Sue
    d) Talkative Tom
- ✓ Interview Preparation
- ✓ The Interview Format
- ✓ During the Interview
- ✓ Closing the Interview
- ✓ Good Note-Taking
- ✓ Interruptions
- ✓ Signposts
- ✓ Reporting the Results

