

# **Recruitment & Selection Workshop**

Scientific Tools for the Recruitment Manager  
**Hiring for Success**



## **Information Kit**

# Recruitment & Selection Workshop

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## Introduction

Welcome to our 2010 *Recruitment and Selection* workshop. Our philosophy is to offer professional development to managers with our experiences working with these organisations. We help managers develop leadership capacity and management capabilities through advice, coaching and professional development opportunities.

*Recruitment and Selection* is facilitated by Vicki Turner. Vicki is a director of Coachingplus and is an experienced human resources manager and business coach. Prior to becoming involved in business coaching Vicki managed a recruiting company. Vicki has created this workshop to help managers develop effective recruiting strategies and tools. Both Vicki and John have been involved in the recruitment of managers and staff and subsequent coaching and professional development

This information kit provides you with details on the program, material covered, how the program will be delivered, dates, times and locations.

The workshop has been designed to help you develop best practice models, techniques and strategies for the effective recruitment and selection of the most appropriate person for the job.

### **# Fact One in every four hires fail!**

With one in four hiring exercises ending in failure, many employers are changing their approach to staff selection, moving away from questions 'where did this person study? And 'how many years experience have they got?' towards questions such as 'how quickly can they think on their feet?' and 'what values are most important to them?' *Source: Drake*

## Program Outline

Recruiting and selecting the most appropriate person for the job is a complex task which requires specific skills and an awareness of recruitment procedures and anti-discrimination laws. This workshop provides recruitment strategy training that goes beyond the traditional methods of hiring, such as newspaper advertising and a basic interview. The proprietary tools introduced, identify behaviour and specific skill levels which are becoming increasingly popular for discovering how a candidate will actually perform when employed.

Participants will be able to:

- ✚ Formulate and implement a fair and consistent method of recruitment to encourage high quality applications from the widest possible pool.
- ✚ Take a marketing approach and use a variety of markets and to prepare an impactful job advertisement.
- ✚ Develop a job analysis, position profile and other essential documents to help identify what technical and performance skills the candidate will need.
- ✚ Analyse the costs of hiring a new employee.
- ✚ Effectively interview candidates using traditional, behavioural, holistic and situational interview questions.
- ✚ Enhance communication skills, essential for a skilled recruiter.
- ✚ Screen Resumès and check references more effectively.
- ✚ Understand the basic employment and human rights laws that can affect the hiring process.

# Workshop Theme & Content

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The workshop concentrates on the pre-interview preparation, developing questions and their value, the interview techniques that get specific, behaviour-based examples of past performance, and the strategies that follow through this process. This workshop takes the behavioural interview even further with a discussion of communication techniques and the use of other types of interview questions.

- 📌 The dynamic recruitment environment
- 📌 Structured Planning Processes
- 📌 Essential Documentation
- 📌 Recruitment Skill Set
- 📌 The Art & Science of Interviewing
- 📌 Selecting the Right Person

## Agenda

### Your day at a glance

8.15am	Registration – tea and coffee
8.30	Welcome, introduction, overview, expectations
8.45	Ice breaker – activity in pairs
9.00	The dynamic employment environment - legal, trends, best practice
9.15	The 6 stage recruitment and selection process
9.30	Cost Analysis – syndicate group exercise
10.15	<b>Break</b>
10.30	The essential documents – syndicate activity
11.00	Marketing approach to finding candidates – syndicate group
11.45	Morning wrap up
12.00	<b>Lunch</b>
1.15	The Recruiter's skill set
1.45	Barriers to interviewing - problem recruiters and difficult applicants
2.00	Types of question - traditional vs. behavioural
3.00	Exercise activity
3.15	<b>Break</b>
3.30	Other Interview techniques
3.45	Checking in with Referees
4.00	Skill application - role play using all the skills learned
4.45	Workshop Wrap up - quick review, induction process, answer questions, pass out certificates, workshop evaluation
5.00pm	Close

# Outline of Topics

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## Introduction

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Participants will be able to identify their own learning objectives.

## Recruitment Environment

During this session we will take a quick look at the history of the interviewing process, the traditional and the human rights aspects. In many ways, it is not uncommon and it's a sad comment on old style management practices that managers are not usually taught this key management art.

## The Structured Planning Process

We will examine the 6 stages of the recruitment and selection process. Participants will discuss; what things can go wrong, do go wrong, how to prevent things going wrong, what's the cost if it all goes wrong, what part the recruiter plays in all of this.

## Essential documentation

We will look at performing a job analysis, writing a position description and other important documentation as well as analysing hiring costs. Participants will also have the opportunity to develop their own examples.

## Recruitment Skill Set

In this session we will discuss some of the common mistakes recruiters make and how to avoid them. We will also discuss some things you should do before, during and after the interview. We will also discuss how to get the information you're looking for out of difficult applicants, how to check references using a reference guide, who to ask and how to use performance rating scales and more.

## The Art and Science of Interviewing

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. We will explore some of the other types of questions, how to develop them, and how to use them. We will also look at key listening skills.

## Skill Application

We will spend some time developing an interview guide and role-playing the interview using all the skills you have learned.

## Wrapping up

At the end of the day, participants will have an discuss the induction process and ask questions and identify their learning outcomes.

**Fact #** Employers spend 65% of their income on salaries for staff and don't know anything about people and how to recruit them.

# Program Methodology

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You will be involved in a series of group discussions and small group exercises throughout the day as you share your experiences, learn from each other and develop the strategies and techniques provided by Vicki Turner. During the workshop you will engage in discussions on the emerging environment for recruitment and the impact upon the health sector and not for profit sector. You will look at essential recruitment documentation and develop structured tools and techniques. The main focus will be on developing practical and productive interviewing techniques and questions.

## Program delivery and outcomes

*Recruitment and Selection* is being held in throughout Australia during 2010. Each event will be restricted to 25 people to ensure maximum benefit from the discussion process.

As you work through the workshop material you will:

- Develop strategies, tools and techniques that are used by professional recruiters use when interviewing for talent.
- Develop strategies designed to reach and attract the top 10% of applicants who 'best fit' the mission and values of your organisation.
- Identify best practice models and key strategic elements for recruiting and selecting the most appropriate person for your vacancy.
- Formulate specific, realistic and analytical questionnaires so that a candidates strengths, weaknesses, personality traits and behaviours are drawn out.

During 2010 *Recruitment and Selection* will be held in Melbourne, Adelaide, Sydney, Brisbane and Hobart.

Following this workshop and follow up one-to-one coaching you will –

- Be able to structure a recruitment interview, including questions, that will increase the likelihood of employing the right person for the role
- Create a positive impression of your organisation with potential employees
- Minimise the potential for organisational damage or increased costs as a result of poor selection practices
- Improve the quality of management and people development by hiring people with appropriate qualifications, skills and behaviours

## The Research

Research conducted amongst 105 HR managers by A&DC in the United Kingdom showed that 74% people use poor interviewing techniques. 35% of those responding believe poor interviewing was responsible for poor performance and 24% of those responding believe poor interviewing directly impacted upon the bottom line through wastage and staff dissatisfaction.

Australian recruitment specialists Chandler MacLeod conducted research that showed 40% of people had decided not to take a position due to the impression created by poor interviewing.

Furthermore:

- 🚩 42% had experienced discrimination during an interview,
- 🚩 30% had experienced rudeness during an interview and
- 🚩 22% had been asked inappropriate questions.

Perhaps the most telling finding of the research was that 81% of those surveyed that had experienced a bad interview told a further 10 people off their experience. This shows that not only does poor interviewing often cause the wrong person to be hired it may also turn people off applying for other positions within the organisation.

# This workshop comes with . . .

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## You Receive

- √ Instruction by an expert facilitator
- √ Small interactive classes
- √ Specialised manual and course materials
- √ Morning and afternoon teas provided

## You also Receive

- √ Personalised certificate upon completion
- √ One x 1 hour bonus personal coaching session  
On a topic of your choice



## Follow up Coaching

Following participation in the workshop, the facilitator will schedule a one-hour coaching session with you. This will take place by either telephone or Skype. The aim of the coaching session is to help you develop strategies for implementing the tools you have gained during the workshop. The cost of coaching is included in the program fee. Ongoing coaching may be negotiated when you feel it is appropriate.

## Workshop Locations

		<b>Early Bird Registrations Close</b>
<b>Melbourne:</b>	Monday, February 22 <sup>nd</sup> . <i>Elizabeth Tower Hotel, 792 Elizabeth St. Melbourne City</i>	10 <sup>th</sup> Jan 2010
<b>Adelaide:</b>	Thursday, April 1 <sup>st</sup> . <i>Stanford Plaza North Hotel, 150 North Terrace, Adelaide</i>	16 <sup>th</sup> Feb 2010
<b>Sydney:</b>	Monday, June 14 <sup>th</sup> , <i>North Sydney Harbourview Hotel, 17 Blue St. North Sydney</i>	1 <sup>st</sup> May 2010
<b>Brisbane:</b>	Thursday, August 19 <sup>th</sup> , <i>Stanford Plaza Hotel, Cnr Edward &amp; Margaret Streets, Brisbane</i>	5 <sup>th</sup> Jul 2010
<b>Hobart:</b>	Thursday, October 7 <sup>th</sup> . <i>Mecure Hotel, 147 Bathurst Street, Hobart</i>	23 <sup>rd</sup> Aug 2010

## Closing Dates

All workshops now have a closing date for registrations, this being 30 days prior to the scheduled date. This measure has been introduced to avoid penalties being imposed by venue operators due to late cancellation of events that fail to achieve minimum registrations. Those that register early benefit from our early bird discount fee.

# Your Investment

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Full workshop fee is \$390.00pp excluding GST. Registration must be made using the enclosed registration form. Your employer will be invoiced upon receipt of the registration form. Included within your registration fee is the comprehensive resource material, workshop, Morning and afternoon tea, follow up coaching, post program feedback and review.

## Early Bird Payment

Those submitting their registration form six weeks or more prior to a scheduled workshop date qualify for an early bird fee of \$330 pp exc gst.

**EARLY  
BIRD  
DISCOUNT**

## Cancellations

Registrations cancelled prior to four weeks before the workshop will be refunded in full. Registrations cancelled within four weeks of the workshop will incur a 25% (\$98 exc gst) cancellation fee. Substitutes can be made. Those that choose to register and not attend will not receive a refund or a credit.

## Return on Investment (ROI)

Australian recruiting companies have calculated it can cost around \$15,000 in time, manpower, productivity and advertising to recruit someone new to your organisation. Multiply this by the number of people employed each year and you get a sense of the importance and value of having a process that minimises wastage and costs.

## My Personal Guarantee

If following the workshop you believe there has been no benefit to you, I will refund the entire fee. No questions asked. This is my promise to you.

## Program Facilitator

This program is being facilitated by Vicki Turner, an experienced human resource consultant and business coach. Vicki is an accredited personnel consultant and was managed VP Personnel, a recruitment and labour hire business for 18 years before forming her business consultancy, Coachingplus.

Vicki regularly consults for local government organisations and provides recruitment assistance for a wide variety of businesses, in addition to regular workplace training and seminars.

Over the past 25 years Vicki has been involved in many aspects of human resource management including providing HR advice to clients, recruiting employees at all levels, preparing recruitment documentation, assisting people to prepare resumes and participating on interview panels.

Vicki brings this experience to this workshop and shares with you her many experiences and case studies.

## Philosophy

Our philosophy is to offer professional development to managers in line with our experiences working with these organisations. We help managers develop leadership capacity and management capabilities through advice, coaching and professional development opportunities.

# Recruitment and Selection 2010

## Registration Form

Please print or type (copy and use separate form for each person)

Mr/Ms/Miss/Mrs: \_\_\_\_\_

Position or Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Organisation: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Suburb/City: \_\_\_\_\_

State: \_\_\_\_\_ Country \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ AH: \_\_\_\_\_

Name of approving manager: \_\_\_\_\_ P/O # \_\_\_\_\_

Venue/date of workshop you plan to attend: \_\_\_\_\_

Should your employer be paying please do not send payment, your organisation will be sent an invoice. Program fee is \$390.00pp exc gst. Register six weeks prior to a scheduled date and pay early bird fee of \$330.00 exc gst. A follow up coaching session is included in the registration fee.

Have you completed your registration form yet? If so, thank you. Please reserve the workshop date in your diary now. Program places are restricted.

### Post your registration form to:

Coachingplus, PO Box 1429, Warrnambool, Victoria. Australia 3280.

Alternatively you may post it or scan and email or fax your registration form to:  
03 5561 7443.