



# HM013: Competency Management and Recruitment

## Training Description:

Recruitment and selection can be very expensive and time-consuming process; however, there is evidence that employing the latest recruitment and selection methodologies and techniques increase the likelihood of successfully recruiting the best candidate for any intended role.

This intensive training course will explore a number of techniques that will most certainly transform your competence as a recruiter or interviewer in either recruitment/selection, or development and appraisal opportunities.

## Training Objectives:

**By the end of the training, participants will be able to:**

- ✓ Examine numerous interviewing techniques and practice the process of behavioral or targeted interviewing
- ✓ Discuss potential outcomes when using a variety of approaches to recruitment and selection
- ✓ Consider a variety of techniques and methodologies to differentiate the excellent from 'the average' candidate using Competency frameworks
- ✓ Explore the appropriate use of various psychometric tests including general ability and attributes tests
- ✓ Develop your influencing skills by making persuasive presentations of key requirements in planning recruitment / selection campaigns
- ✓ Practice all of the techniques to achieve understanding and competence in a friendly and supportive environment

## Training Designed for:

This course is intended for all Senior HR Managers who have the overall responsibility for recruitment and selection in their respective organizations, Senior Line Managers involved in assessing job requirements and developing the competency in members of staff, Line managers from time to time to assess candidates during the recruitment process, Professionals whose main accountability is in the provision of key members of staff, Recruitment Consultants who are involved on an ongoing basis as well as Coordinators who are responsible for ensuring all resources are in place during the recruitment process.

## Training Requirement:

**"Hands on practical sessions, equipment and software will be applied during the course** if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

## Training Program:

### DAY ONE:

- ❖ The Recruitment and Selection Process
  - Introduction, program objectives and ways of working

- The key elements, competencies and person specification
- The five types of interview styles
- The principles of conducting a targeted interview
- Review of day one and links to day two

#### DAY TWO:

##### ❖ Interviewing in Action, Exploring the Outcomes

- Developing rules of evidence for assessment
- Coding example 1: The rules of coding and syndicate exercise
- Interview process, and practice session 1
- Targeted interview practice session 2
- Review of day two and links to day three

#### DAY THREE:

##### ❖ The Use of Psychological Test Data in the Recruitment Process

- Coding example 2 and syndicate exercise
- Examining the results including standardization and drawing inclusions – syndicate exercises
- Review of psychometric tests available in the selection and recruitment process
- Analyze and complete the MBTI Personality questionnaire
- The increasing use of Emotional Intelligence in the Recruitment process – Daniel Goleman's model
- Additional insights into personality profiling including case study
- Administration and guidelines for the use of psychometric testing
- Review of the day three and links to day four

#### DAY FOUR:

##### ❖ Dealing with The Results, Drawing Conclusions and Feedback

- Application of psychometric tests including the use of a type indicator (MBTI) and putting feedback into context
- Best fit analysis and demonstration
- The four scales, what do they mean? – syndicate exercises
- Recruitment and selection results and employing them as a development tool
- Review of day four and links to day five

#### DAY FIVE:

##### ❖ Design and Deployment of Assessment Centres

- The latest techniques in advertising for vacancies – exercise
- How to short list, avoiding bias and lots of hard work
- Examination of an assessment centre approach – training of the assessors
- Deciding on the tools and techniques to use in the assessment and what are the consequences
- The resources required in order to run a successful recruitment or selection process
- End of program review, presentation of certificates and CPE points

##### ❖ Course Conclusion

##### ❖ POST ASSESSMENT and Evaluation

## Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

## Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

## Training Fees:

**TBA as per the course location** - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

## Training Timings:

### Daily Timings:

|               |                               |
|---------------|-------------------------------|
| 07:45 - 08:00 | Morning Coffee / Tea          |
| 08:00 - 10:00 | First Session                 |
| 10:00 - 10:20 | Recess (Coffee/Tea/Snacks)    |
| 10:20 - 12:20 | Second Session                |
| 12:20 - 13:00 | Recess (Prayer Break & Lunch) |
| 13:00 - 14:00 | Last Session                  |

**For training registrations or in-house enquiries, please contact:**

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