



# HM165: Advanced Selection, Interviewing & Recruitment Skills



## Training Description:

Recruitment and the selection process are one of the key management tools. The cost of making a mistake is often concealed, but its massive and avoidable do it right – that's the theme for this international program. It's not by chance that Intel, Google and Apple are all successful – they all have outstanding recruitment processes, which are never compromised.

In this intensive training, participants will learn the latest process and techniques covering all critical steps of interviewing. This is a very practical training with numbers being limited so participants can learn, practice and build confidence. When participants finish this engaging and enjoyable training, they will be in a position to put the techniques into practice immediately upon return to work. This program is compliant with HR Analysis best practice.

### Training benefits:

- Everyone in their career will have to do some form of interview, for recruitment, appraisal or discipline – learn the right way and it will always help you
- Master the entire process of the interview cycle with the latest techniques & to improve on boarding procedures after recruitment
- Find out how to master interpreting body language and detect when candidates are not telling the truth – a vital skill
- Be able to pre-write score, competency knowledge-based questions that get straight to the point

## Training Objectives:

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

- ✓ Memorize and master the new recruitment process and be able to explain it to others
- ✓ Demonstrate that you are able to write recruitment criteria and write precise score able interview questions
- ✓ Evaluate and be able to explain to others the value of using different types of testing
- ✓ Appreciate having used a personality profile and be able to explain to others their value for recruiting development and succession planning
- ✓ Analyse and be able to decode different types of body language, specifically when people are not telling the truth
- ✓ Prepare having practiced interviewing to ensure the theory is put into practice and be able immediately upon returning to work be able carry out or lead a professional interview
- ✓ Assess your own understanding and experience in recruitment and selection
- ✓ Know the new process in a successful recruitment process
- ✓ Get to practice the skills required during the interview process
- ✓ Develop personal action plans for improvement
- ✓ Have carried out an interview using the techniques in the process
- ✓ Use techniques to discover when documents are falsified or when the candidate is not telling the truth
- ✓ Have mastered on of the critical management skills to a very high level



## Training Designed for:

This course is intended for HR and Training Personnel, Line Managers and Supervisors, Succession Planners & Developers, CEO's and Directors and Department Heads.

## Training Program:

### DAY ONE:

- ❖ PRE-TEST
- ❖ **Understanding Recruitment - Separating Fact from Fiction**
  - How to Measure and Financially Show the Cost of Bad Recruitment
  - First Series of Interviews
  - Self-assessment of Your Current Interviewing Skills
  - Fact vs. Fiction about Interviewing
  - Introduction to the Recruitment Process Map

### DAY TWO:

- ❖ **Mastering the Process – The New Approach to Successful Interviewing**
  - Understand the Job and the Importance of the Job Description and Criteria Exercise
  - How to Write Key Criteria and its Link with Competencies
  - Writing the Job Advertisement – *how to attract talented people, winners not losers*
  - How to Write Interview Questions

### DAY THREE:

- ❖ **Testing, Personality Profiling and References**
  - Shortlisting – *a new approach to save time and avoid bias*
  - Testing and its Improvements
  - Occupational & Ability Testing
  - The Growth of Mental Illness and the Impact on Recruitment
  - Personality Profiling
  - How Assessment Centres Work and their Increasing Use Today
  - The Importance of References

### DAY FOUR:

- ❖ **Finalising Pre-written Questions, Room Set-up and Arrangements and Understanding the Vital Role of Body Language**
  - Procedure for Starting every Interview
  - Finalizing your Interview Questions – *writing scene setters*
  - How to Use Probing Questions
  - How to Score and Who does the Scoring? - *practice*
  - Pre-interview Administration - *from making all the arrangement including room set up*
  - Understanding Body Language and Correctly Decoding it

### DAY FIVE:

- ❖ **Practice and Practice**
  - Recap of the Steps so Far
  - Use of Skype and Phone Interviews
  - Putting the Interview Process into Action
  - Time Table of the Interviewing for the Day



- Role Allocations for Interview
- Review of Interview and Individual Feedback
- On-boarding – *strategies from maximising on your successful recruitment*
- ❖ Course Conclusion
- ❖ POST-TEST and EVALUATION

### Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Please note that the above topics can be amended as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

### 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, Software & General Discussions
- Pre and Post Test

### Training Certificate(s):

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

### Training Fees:

**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 01<sup>st</sup> 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 - 13:30 | Recess (Prayer Break & Lunch) |
| 13:30 - 15:00 | Last Session                  |

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

**Aisha Relativo:** [aisha@cmc-me.com](mailto:aisha@cmc-me.com)

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615

Training & Career Development Department

