



المركز العالمي للتدريب والتطوير
International Centre For Training & Development



THE RECRUITMENT & Selection Workshop



ACTVET
Ras Al Khaima Centre for
Technical and Vocational
Education and Training
مركز التعليم
التقني والتدريب
التفني والمهني



INTERNATIONAL ASSOCIATION FOR
HEALTH AND OCCUPATIONAL
SAFETY AND THE ENVIRONMENT



**Project
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Course Introduction:

This recruitment and selection course provides participants with the skills, knowledge and confidence to recruit and select the right team member for the job.

We recommend that the recruitment and selection training program is supported with the current recruitment and selection documentation and process to ensure that the training embeds best practice across the organization.

For the interview skills practice sessions, our experience shows participants acquire a deeper level of learning when practicing their interviewing skills with either internal candidates not attending the program and unfamiliar to the participants e.g. casual staff or external candidates to the organization. It provides them with more of a 'real life' experience.

Course Objectives:

By the end of the one day training course, the participants will have:

- Recognized the importance of adopting a structured recruitment process and the use of relevant selection methods
- Screened candidates' CVs or application forms using an agreed selection criteria for a job role and identify anomalies for further research
- Prepared for a first stage selection interview to ensure they create the right first impressions and candidate engagement
- Asked effective questions and accurately assess the candidate's potential suitability for the role

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Who Should Attend?

The Recruitment and Selection Workshop is targeted at those who are already involved in the recruitment of staff process and wish to up-date their knowledge or improve their techniques, and for those members of staff with no previous experience of the recruitment process.

Course Outline:

- **Effective recruitment and selection methods**
 - Cost of poor recruitment decisions
 - Role of manager and HR within the current selection process
 - Selection methods and their validity
 - Positioning and benefits of using a structured screening criteria and process
 - *Rotating flipchart exercise, short presentation and group discussion*

- **Screening and short listing job applicants**
 - Essential skills and attributes
 - Considerations for screening application forms or CVs
 - Areas of the application or CVs to focus on
 - Using your selection criteria for screening applicants
 - *Group discussion and 'screening applications' exercise using job applications for a pre-selected job role (if using internal or external candidates, this exercise would act as preparation for the interview practice sessions)*

- **Structuring and preparing for interviews**
 - Introducing the WASP structure and its benefits
 - Creating the right first impressions
 - Building rapport and empathy
 - Biographical information covered
 - Selling the organization and the job
 - Preparing yourself, the environment
 - Preparing the candidate
 - *Demonstration with group learning review, small group exercise and feedback*

- **Using effective questions**
 - Types of questions to use at an interview
 - Applying questions to build rapport, uncover experience, motivation fit, and aptitude for the role
 - Recognizing questions to avoid and why (awareness of employment legislation and the 'horns and halo' effect)
 - *Group discussion, trainer presentation, questioning exercise in pairs or trios*

- **Actively listening and taking notes**
 - Active listening, reflecting back and summarizing responses
 - Note taking
 - *Energizing listening activity and review, trainer presentation tips plus some short exercises to practice actively listening, note taking and summarizing candidate responses*

- **Preparing for the selection interview**
 - Briefing and interview preparation
- **Conducting a selection interview**
 - Practicing skills of interviewer, note taker and observer

- *Practice sessions with observer feedback – option to utilize internal candidates to make the practice session more 'real life'*

- **Making the selection decision**
 - Evaluating and rating evidence
 - Using a rating scale
 - Recommending the next stage in the selection process
 - *Trainer tips presentation, short exercise in trios to rate candidate responses followed by whole group review of candidates to compare ratings (if using external candidates)*

- **Applying the learning and next steps**
 - Review of learning and action planning
 - Course feedback

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

