

## RECRUITMENT AND SELECTION TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Effective recruitment and selection ensures that the right people are in the right job. It helps to increase job satisfaction, reduce wastage of resources, achieve better retention of employees and improve productivity.

The PD Training Recruitment and Selection Training Course provides skill development and knowledge enhancement in the preparation, selection process, goal setting, orientation and retention, interviewing and measurement of the results of your recruitment efforts.

These engaging, practical training courses are delivered throughout New Zealand, including Auckland, Wellington and Christchurch.

Please click on the Public Class tab below to view our Recruitment and Selection Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## RECRUITMENT AND SELECTION TRAINING COURSE OUTLINE

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### FOREWORD

Your employees are a vital part of determining the success of your business. Finding the best employees for each position requires strong recruitment strategies. Top talent will not always find you. You must seek out people to fill the positions that you have open. Recruiting the most qualified candidates will ensure that your employees keep your company running smoothly and profitably.

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### OUTCOMES

**After completing this course participants will be able to:**

- ▶ Master the recruitment process
  - ▶ Recognise the G.R.O.W. model & how to set goals
  - ▶ Learn how to prepare for the interview & question process
  - ▶ Identify & avoid bias when making an offer
  - ▶ Discover new ways of retaining talent & measuring growth
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### MODULES

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#### Lesson 1: Getting Started

- ▶ Workshop Objectives

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#### Lesson 2: Introduction to Recruitment

- ▶ What is Recruitment?
- ▶ Challenges and Trends
- ▶ Sourcing Candidates
- ▶ Requirements
- ▶ Case Study

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#### Lesson 3: The Selection Process

- ▶ Job Analysis and Descriptions
- ▶ The Approach
- ▶ The Recruitment Interview
- ▶ Testing
- ▶ Case Study

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#### Lesson 4: Goal Setting

- ▶ Using the G.R.O.W. Model
- ▶ Identifying Goal Areas
- ▶ Setting SMART Goals
- ▶ Using a Productivity Journal
- ▶ Case Study

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### Lesson 5: The Interview

- ▶ Phone Interviews
- ▶ Traditional Interviews
- ▶ Situational Interviews
- ▶ Stress Interviews
- ▶ Case Study

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### Lesson 6: Types of Interview Questions

- ▶ Direct Questions
- ▶ Non-Direct Questions
- ▶ Hypothetical or Situational Questions
- ▶ Behavioural Descriptive Questions
- ▶ Case Study

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### Lesson 7: Avoiding Bias in Your Selection

- ▶ Expectancy Effect
- ▶ Primacy Effect
- ▶ Obtaining Bias Information
- ▶ Stereotyping
- ▶ Case Study

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### Lesson 8: The Background Check

- ▶ Preparation
- ▶ Data Collection
- ▶ Illegal Questions
- ▶ Being Thorough without Being Pushy
- ▶ Case Study

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### Lesson 9: Making Your Offer

- ▶ Outlining the Offer
- ▶ Negotiation Techniques
- ▶ Dealing with Difficult Issues
- ▶ Sealing the Deal
- ▶ Case Study

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### Lesson 10: Orientation and Retention

- ▶ Getting off on the Right Track
- ▶ Your Orientation Program
- ▶ The Checklist
- ▶ Following Up
- ▶ Case Study

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### Lesson 11: Measuring the Results

- ▶ Cost Breakdown
- ▶ Employee Quality
- ▶ Recruiter Effectiveness
- ▶ Fine Tuning
- ▶ Case Study

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### Lesson 12: Wrapping Up

- ▶ Word from the Wise

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)