

RATIONAL STAFF SELECTION (1 or 2 Days)

A unique and comprehensive 2-day workshop in Staff Recruitment and Selection aimed at:

1. Line Managers at all organisational levels
2. Recruitment/Employment Officers

(The 1-day programme covers Modules 2 and 3 only – recommended for line managers in organisations with an HR Recruitment function)

Incorporating competency-based behavioural interviewing – a structured interviewing approach based on the latest research

What some of our clients have to say:

"The programme/system facilitates effective staff selection by providing excellent instruments and a sound methodology"

Arthur Merkle – National Training Manager

"Rational Staff Selection is in a class of its own and invaluable for line managers to effectively fulfil their role in staff selection"

Lydia Cillie-Schmidt – Executive Head of Training

"Very comprehensive and practical – and eye-opener"

Bridgette – HR Recruitment Officer

RATIONAL STAFF SELECTION is not just another training course in staff selection. It is a unique, **integrated selection system**, incorporating process-based aids and instruments, with a strong emphasis on guiding interviewers through all the crucial steps and stages.

A key selection tool is the "RSS Interview Guide" which leads the interviewer through a systematic and professionally conducted interview. Numerous questions, strategies and tactics are built into this extremely useful instrument.

With panel interviews, where managers are assisted by HR Recruitment Officers, the panel members plan beforehand who should handle which part of the interview. This "division of work" is easily achieved due to the unique structure of the "RSS Interview Guide"

The systematic and rational process that is advocated, combined with these easy to use selection aids and instruments, guarantee a quality process every time.

It has been researched, implemented and continually updated over the last 15 years, and is arguably one of the best and most practical programmes/systems of its kind.

Workshop Objectives

At the conclusion of this workshop, participants will be able to:

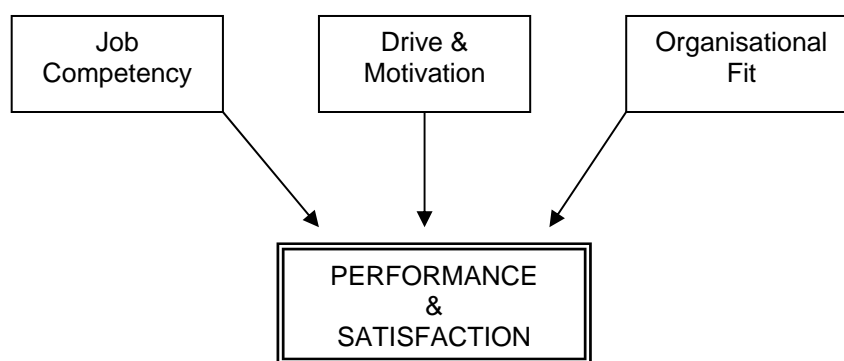
1. Understand the process of recruitment and selection, and the most common methods of recruitment and screening
2. Understand the different roles of HR and Line in respect of recruitment and selection
3. Understand and apply New Zealand Employment Legislation requirements pertaining to staff selection
4. Plan for and conduct a structured selection interview (one-on-one or panel) in a systematic and professional manner, by using the RSS Interview Guide

5. Apply the six Selection Interviewing Skills
6. Evaluate candidates against the job requirements, by using the RSS Candidate Evaluation Form
7. Use the RSS Selection Decision Matrix (manual or MS Excel Spreadsheet) to objectively select the best candidate
8. Do thorough Reference Checking
9. Follow a structured New Employee Induction Programme to ensure a productive and motivated employee in the shortest possible time

PREDICTING JOB PERFORMANCE AND SATISFACTION

Three questions need to be answered:

1. **CAN** the applicant do the job? (Does s/he have the required qualifications, experience and competencies?)
2. **WILL** the applicant do the job? (Does s/he have the necessary drive and motivation, and will s/he stay a reasonable time to justify the investment in him/her?)
3. Will s/he **FIT** in? (Will s/he survive and fit into the organisational/unit culture and environment, considering his/her personality, values and preferences?)



SHL WPS-Adaptable

Fully customisable to Saville & Holdsworth profile/competency reports

A Practical and Rational Approach

A key element of the workshop is the comprehensive nature of the programme materials. Delegates receive a complete kit of reproducible selection aids and instruments for use back on the job.

The tools and processes provided are extremely timesaving: a crucial requirement in today's hard-pressed working environment.

The interviewer is also provided with the necessary self-confidence and competence to conduct thorough and professional selection interviews.

The practical nature of the workshop and materials ensures easy transfer of skills from the training room to the work situation.

The workshop is highly interactive with a sound balance between theoretical and practical work. The curriculum includes case studies and role-plays conducted in a totally non-threatening manner.

CONTENTS OF THE 2-DAY WORKSHOP

Module 1: Recruitment and Screening

- The Recruitment and Selection process
- Recruitment Methods
- Screening Methods
- HR/Line Role Clarification

Module 2: Planning the Interview

- Types of Selection Interview
- The Job Description
- The Person Specification
- Developing Selection Criteria
- The Job Application Form
- Curricula Vitae
- NZ Employment Legislation (relevant to staff recruitment and selection)
- The RSS Interview Guide
- Interview Arrangements

Module 3: Conducting the Interview

- Interview Barriers
- Question Types & Techniques
- Interview Stages
- Effective Listening
- Sensitivity
- Evaluating Information
- Keeping Control
- Note-taking
- Panel Interviewing Rules

Module 4: Selecting the Best Candidate

- The RSS Candidate Evaluation Form
- The RSS Selection Decision Matrix

Module 5: Reference Checking

- Interview References
- Telephonic References
- Reference Checking Protocol

Participants also receive a FREE Guide on New Employee Induction, covering:

- Stage 1: Prepare for New Employees
- Stage 2: Welcome New Employees
- Stage 3: Introductions and Location/Department Tour
- Stage 4: Information Sessions
- Stage 5: Training and Development
- Stage 6: Performance Feedback and Coaching
- The Position Training Plan (PTP)
- The Personal Development Plan (PDP)

Employment Legislation

New Zealand Employment Legislation covered in this workshop (re staff recruitment and selection):

- The Employment Relations Act (ERA) 2000
- The Human Rights Act 1993
- The Privacy Act 1993
- The Fair Trading Act 1986

Important Organisational Benefits

Delegates are equipped to handle staff selection competently and professionally in order that:

- The best possible selection decisions are made
- The image of the organisation gets enhanced as an employer of choice
- Ensures appointment decisions that can be legally substantiated as fair employment practice (with an "audit trail" of objective selection instruments/documentation)
- An integrated staff selection model throughout the organisation becomes possible as common generic terminology and methodology are established
- ...and - most importantly - a reduction in labour turnover, heightened staff morale, and improved bottom-line results for employers

Self-Assessment: Do I need this training?

- I am unaware of the huge financial implications of poor staff appointments, or...
- their ripple effect on human relations and productivity
- I am cautious of selection interviewing - i.e. lacking self-confidence to do it competently
- I feel ill-equipped to deal with the "psychological" side of interviewing
- I normally neglect to plan and prepare adequately for interviews
- I am uncertain as to what aspects to investigate or what questions to ask during interviews
- I don't know how to make an objective choice between short-listed candidates
- I am influenced by a range of prejudices
- I am unclear regarding current relevant Employment Legislation
- I don't know how to introduce new employees into their new working environment so that they can become productive and motivated in the shortest possible time

PARTICIPANT FEES:

Public Workshops: Not available as a public workshop

In-House Workshops:

1-Day Programme (Modules 2 & 3 only)

Participant Fee: \$375-00 + GST (minimum 6 delegates per workshop)

SMALL-GROUP IN-HOUSE WORKSHOPS:

- 5 Delegates: \$420-00 + GST pp
- 4 Delegates: \$460-00 + GST pp
- 3 Delegates: \$495-00 + GST pp
- 2 Delegates: \$535-00 + GST pp
- 1 Delegate: \$875-00 + GST pp

2-Day Comprehensive Programme

Participant Fee: \$795-00 + GST (minimum 6 delegates per workshop)

SMALL-GROUP IN-HOUSE WORKSHOPS:

- 5 Delegates: \$895-00 + GST pp
- 4 Delegates: \$965-00 + GST pp
- 3 Delegates: \$1025-00 + GST pp
- 2 Delegates: \$1295-00 + GST pp
- 1 Delegate: \$1795-00 + GST pp

This Workshop URL: http://www.performanceassociates.co.nz/rational_staff_recruitment_selection.html

Performance Associates Ltd Website: www.performanceassociates.co.nz