



Taking You from Frontline Manager to CEO

Recruiting & Interviewing Scientific Tools for the Recruitment Manager

Introduction

Welcome to our 2010 *Recruitment and Selection* workshop, provided by John Coxon & Associates. This information kit provides you with details on the program, material covered, how the program will be delivered, dates, times and locations.

This workshop has been designed to help you develop best practice models, techniques and strategies for the effective recruitment and selection of the most appropriate person for the job.

Fact: One in every four hires fail!

With one in four hiring exercises ending in failure, many employers are changing their approach to staff selection, moving away from questions 'where did this person study? And 'how many years experience have they got?' towards questions such as 'how quickly can they think on their feet? and 'what values are most important to them?' Source: Drake

Program Outline

Recruiting and selecting the most appropriate person for the job is a complex task which requires specific skills and an awareness of recruitment procedures and anti-discrimination laws. This workshop provides recruitment strategy training that goes beyond the traditional methods of hiring, such as newspaper advertising and a basic interview. The proprietary tools introduced, identify behaviour and specific skill levels which are becoming increasingly popular for discovering how a candidate will actually perform when employed.

Participants will be able to:

- Formulate and implement a fair and consistent method of recruitment to encourage high quality applications from the widest possible pool.
- Take a marketing approach and use a variety of markets and to prepare an impactful job advertisement.
- Develop a job analysis, position profile and other essential documents to help identify what technical and performance skills the candidate will need.
- Analyse the costs of hiring a new employee.
- Effectively interview candidates using traditional, behavioural, holistic and situational interview questions.
- Enhance communication skills, essential for a skilled recruiter.
- Screen Resumès and check references more effectively.
- Understand the basic employment and human rights laws that can affect the hiring process.

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Workshop Theme and Content

The workshop concentrates on the pre-interview preparation, developing questions and their value, the interview techniques that get specific, behaviour-based examples of past performance, and the strategies that follow through this process. This workshop takes the behavioural interview even further with a discussion of communication techniques and the use of other types of interview questions.

- The dynamic recruitment environment
- Structured Planning Processes
- Essential Documentation
- Recruitment Skill Set
- The Art & Science of Interviewing
- Selecting the Right Person

Fact: Research conducted amongst 105 HR managers by A&DC in the United Kingdom showed that 74% of people use poor interviewing techniques, 35% of those responding believe poor interviewing was responsible for poor performance and 24% of those responding believe poor interviewing impacted upon the bottom line through wastage and staff dissatisfaction

Agenda

Your day at a glance

- 8.15 Registration – tea and coffee
- 8.30 Welcome, introduction, overview, expectations
- 8.45 Ice breaker – activity in pairs
- 9.00 The dynamic employment environment - legal, trends, best practice
- 9.15 The 6 stage recruitment and selection process
- 9.30 Cost Analysis – syndicate group exercise
- 10.15 **Break**
- 10.30 The essential documents – syndicate activity
- 11.00 Marketing approach to finding candidates – syndicate group
- 11.45 Morning wrap up
- 12.00 **Lunch**
- 1.15 The Recruiter's skill set
- 1.45 Barriers to interviewing - problem recruiters and difficult applicants
- 2.00 Types of question - traditional vs. behavioural
- 3.00 Exercise activity

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- 3.15 **Break**
- 3.30 Other Interview techniques
- 3.45 Checking in with Referees
- 4.00 Skill application - role play using all the skills learned
- 4.45 Workshop Wrap up - quick review, induction process, answer questions, pass out certificates, workshop evaluation
- 5.00 pm Close

Brief Outline of Topics

Recruitment Environment

During this session we will take a quick look at the history of the interviewing process, the traditional and the human rights aspects. In many ways, it is not uncommon and it's a sad comment on old style management practices that managers are not usually taught this key management art.

The Structured Planning Process

We will examine the 6 stages of the recruitment and selection process. Participants will discuss; what things can go wrong, do go wrong, how to prevent things going wrong, what's the cost if it all goes wrong, what part the recruiter plays in all of this.

Essential documentation

We will look at performing a job analysis, writing a position description and other important documentation as well as analysing hiring costs. Participants will also have the opportunity to develop their own examples.

Recruitment Skill Set

In this session we will discuss some of the common mistakes recruiters make and how to avoid them. We will also discuss some things you should do before, during and after the interview. We will also discuss how to get the information you're looking for out of difficult applicants, how to check references using a reference guide, who to ask and how to use performance rating scales and more.

The Art and Science of Interviewing

We will look at what behavioural interviewing is and how it differs from traditional interviewing. Participants will also have the opportunity to develop some sample behavioural questions. We will explore some of the other types of questions, how to develop them, and how to use them. We will also look at key listening skills.

Skill Application

We will spend some time developing an interview guide and role-playing the interview using all the skills you have learned.

Wrap up

At the end of the day, participants will have an opportunity to discuss the induction process and ask questions to satisfy their learning outcomes.

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Fact: Australian recruitment specialists Chandler MacLeod conducted research that showed 40% of people had decided not to take a position due to the impression created by poor interviewing.

Furthermore:

- 42% had experienced discrimination during an interview,
- 30% had experienced rudeness during an interview and
- 22% had been asked inappropriate questions.

Perhaps the most telling finding of the research was that 81% of those surveyed that had experienced a bad interview told a further 10 people off their experience. This shows that not only does poor interviewing often cause the wrong person to be hired it may also turn people of applying for other positions within the organisation.

This workshop comes with . . .

- ✓ Instruction by an expert facilitator
- ✓ Small interactive classes
- ✓ Specialised manual and course materials
- ✓ Morning and afternoon teas provided

You also receive

- ✓ Personalised certificate upon completion
- ✓ One x 1 hour bonus personal coaching session
- ✓ A CD-Rom containing bonus material



Workshop locations

**Early Bird
Registrations Close**

Adelaide:	Monday, April 12th. <i>Stanford Plaza North Hotel, 150 North Terrace, Adelaide</i>	1st Mar 2010
Sydney:	Monday, June 14 th , <i>Anderledy Lodge, Mary McKillop Centre, 80 William Street, North Sydney</i>	1st May 2010
Melbourne:	Thursday, July 22 nd . <i>Metropole Hotel Apartments, 44 Brunswick St, Fitzroy</i>	1st June 2010
Brisbane:	Thursday, August 19 th , <i>Stanford Plaza Hotel, Cnr Edward & Margaret Streets, Brisbane</i>	5th Jul 2010
Hobart:	Thursday, October 7 th . <i>Mecure Hotel, 147 Bathurst Street, Hobart</i>	23rd Aug 2010

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Closing dates

All workshops now have a closing date for registrations. The final closing date is 30 days prior to the scheduled event. Those that register early benefit from our early bird discount fee.

Your Investment

Full workshop fee is \$430.00pp excluding GST. Registration must be made using the attached registration form. Your employer will be invoiced upon receipt of the registration form. Included within your registration fee is the comprehensive resource material, workshop, morning and afternoon tea, follow up coaching and post program feedback.

Early Bird Payment

Those submitting their registration form six weeks or more prior to a scheduled workshop date qualify for an early bird fee of \$370 pp exc gst.

Return on Investment (ROI)

Australian recruiting companies have calculated it can cost around \$15,000 in time, manpower, productivity and advertising to recruit someone new to your organisation. Multiply this by the number of people employed each year and you get a sense of the importance and value of having a process that minimises wastage and costs.

Program Facilitator

This program is being facilitated by Vicki Turner, an experienced human resource consultant and business coach. Vicki is an accredited personnel consultant and was manager of VP Personnel, a recruitment and labour hire business for 18 years before forming her business consultancy, Coachingplus.



Vicki regularly consults for local government organisations and provides recruitment assistance for a wide variety of businesses, in addition to regular workplace training and seminars.

Over the past 25 years Vicki has been involved in many aspects of human resource management including providing HR advice to clients, recruiting employees at all levels, preparing recruitment documentation, assisting people to prepare resumes and participating on interview panels.

Vicki brings this experience to this workshop and shares with you her many experiences and case studies.

My Personal Guarantee

At John Coxon & Associates it is our philosophy is to offer professional development to managers in the health sector and non-profit sector, in line with our experiences working with these organisations. If following this workshop you do not believe there has been any benefit to you, I will refund the entire fee. No questions asked. This is my promise to you.

John Coxon
Principal Consultant

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Recruitment and Selection 2010 Registration Form

Please print or type (copy and use separate form for each person)

Mr/Ms/Miss/Mrs: _____

Position or Title: _____

Email Address: _____

Organisation: _____

Postal Address: _____

Suburb/City: _____

State: _____ Country: _____ Postcode: _____

Telephone: _____ AH: _____

Name of approving manager: _____ P/O # _____

Venue/date of workshop you plan to attend: _____

Should your employer be paying please do not send payment, your organization will be sent an invoice. Program fee is \$430.00pp exc gst. Register six weeks prior to a scheduled date and pay early bird fee of \$370.00 exc gst. A follow up coaching session is included in the registration fee

Have you completed your registration form yet? If so, thank you. Please reserve the workshop date in your diary now. Program places are restricted.

Post this registration form back to John Coxon & Associates at the address below or email form to admin@johncoxon.com.au

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