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## **In-house Training Outline**

**(To be further tailor-made according to the attendees' request)**

### **Recruitment & Interviewing Skills (2 days)**

#### **Session One: Recruitment and interviewing essentials**

- Manager's people management responsibilities
- Position settlement & people allocation
- Which is more important to select the right people or train and develop people?
- Key issues for recruiting & interviewing people
- Human resource planning & people needs
- Job description
- Job responsibilities
- Job competency
- Two pre-requisites for effective recruitment and selection
- Group discussion: Job competency case study

#### **Session Two: Recruitment and selection process and techniques**

- Process of recruitment and selection
- Effective methods and techniques of effective recruitment and selection
- Using the right techniques to find the right candidate
- Case analysis: the recruitment and selection process of one organization with high reputation

#### **Session Three: Conducting effective interview**

- Types of interviews
- Interview contents
- Three key characteristics during the interview
- Interview process
- Interview preparation
- How to open the interview

- Time management during the interview
- How to take notes - recording information for future use
- When and how to close the interview
- Interview questioning techniques
- List of a variety of questioning styles to achieve specific outcomes, including Open, Closed, Theoretical, Alternatives/Options and Reflective Questions
- STAR Rule of interview questioning
- Practice: simulation of STAR Rule when interviewing candidates

#### **Session Four: Conducting structured interview**

- Structured interview
- Behavioral interview introduction
- Behavioral interview that are competency based and highly structured
- Steps to conduct structured interview
- Techniques to conduct structured interview
- Results evaluation of structured interview

#### **Session Five: Making the selection**

- Looking for the right candidate
- Key techniques for conducting effective interview
- Interview traps and how to avoid them
- Reviewing candidate qualities, attributes and skills against set criteria
- Final selection considerations
- Combined use of different selection techniques
- Selecting the right candidate - evaluating performance, strengths and weaknesses