

HR-111 Interview And Selection Skills

On 15 & 16 December 2011, Mutiara Hotel, Johor Bahru



The interview and selection of the right people is essential to the success of every team and organisation. However, the process of interview and selection is costly both in terms of time and resources particularly if the wrong decision is reached. It is critical that the right candidate is appointed first time. This practical interview and selection skills training course will provide individuals with guidance in the skills and techniques essential to conducting a successful selection process.

The course includes group discussions, exercises, role play and an Interview Skills Questionnaire, enabling delegates to benefit in the widest possible manner.

COURSE OBJECTIVES

- Understand why mistakes are made
- Understand a four step process
- Plan and prepare for a selection interview
- Identify where you can improve your existing interview techniques and contribute to the interview process with increased confidence
- Project a professional image during the interview which puts the candidate at ease
- Specify the requirements of the job vacancy to be filled, and maintain a focus on the interview's primary objectives
- Identify the criteria against which to select the most suitable candidate for the job vacancy.
- Use an effective questioning technique to elicit information from the interviewee
- Understand how to assess potential in a candidate, and make effective decisions about each candidate based on the information gained during the interview

TRAINING APPROACH

This course is definitely interactive as it will be conducted through facilitations, role-plays, group dynamic, brainstorming, games and presentation, whereby participants will be learning from multi-ways, and greatly benefit from the session.

WHO SHOULD ATTEND

Staff who are required to take part in selection and interviewing, or who administrate recruitment, and need to have a good understanding of the recruitment and selection process.

DATE / TIME / FEE / VENUE

- 15 & 16 December 2011
- 2-days from 9.00am to 5.00 pm
- RM 900
- Mutiara Hotel, Johor Bahru



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COURSE CONTENT

Preliminary Considerations

- Defining the recruitment and selection process
- Methods of recruitment - head-hunters, recruitment agencies, the media, and internal applications
- Key documents
- Identifying your role and responsibilities
- Understanding why mistakes are made

Selection Overview - A Four Step Process

a) Define the position

- Define the role and responsibilities
- Identify the required skills and competencies
- Prepare checklist for interview questions

b) Screen the candidates

- Agencies
- Application forms, CV's, telephone interviews

c) Interview

- The introduction
- Types of interview questions and techniques
- Behaviour and competency based interviewing
- Closing the interview

d) Document and decide

- Objective comparison of candidates
- Giving feedback, both positive and negative

The Interview Environment

- Preparing the interview room
- Selecting an appropriate interview time and venue
- Style of interview - one-to-one, board, panel, who should attend etc.

COURSE CONTENT (cont'd)

Conducting Successful Interviews

- Establishing an open environment in which the candidate is encouraged to open up
- Overcoming barriers to communication
Building rapport quickly
Positive body language
- Keeping the interview on track
- Identifying candidate's qualities, attributes and skills
- The importance of employment legislation in successful interviewing
- What not to ask
- Interview simulation - delegates will be given opportunities to conduct an interview in a supportive and risk free environment

Effective Questioning and Listening

- Questioning techniques - open and closed questions
- Developing active listening skills
- Probing questions - seeking clarification of answers
- Note-taking - recording information for future use

Interview Review

- Post interview assessments
- Reviewing candidate's qualities, attributes and skills against predetermined criteria
- Selecting the right candidate - evaluating performance, strengths and weaknesses

Employment documentation

- Letter of offer
- Letter of appointment
- Etc.



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COURSE LEADER

Lee Chung Hau has been described as an educating speaker and coach. Through his dynamic presentation value adds with creativity, his audience have benefited greatly and enjoyed immensely. In this way, it makes the learning process much more valuable and effective. The power of his facilitation and principles has propelled greater force towards achieving excellence in human performance and transformation.

He has accumulated his human resource development – HRD experience by visioning, managing and driving the training department in two large global electronic manufacturing companies. He is able to plan, organize, direct and control by determining the purpose, creating the effective processes and mobilize the people to achieve the organizational objectives.

He was awarded certified facilitator status for 7 Habits of Highly Effective People Program, Effective Personal Productivity Program and Awareness before Change (ABC) program.

He is a lecturer for Certificate and Diploma program for Association of Business Executives (ABE), specialized in Management, Marketing and Business Communication, Organizational Behaviour with branded institutes like IMJ and KTC. Also, he lectured at the Southern College to Diploma students and working adult. The subjects are Marketing, Professional Selling and Business Communication for working adults at Southern College. Recently, he lectured at Edu Ace College – BATC, UTM Executive Diploma Program for part time working adults on Supervisory Management and Managing Change.

He has numerous years of experience as marketer, administrator and trainer with prestigious insurance and multilevel marketing companies.

His specialty and passion is to see and to bring personal, family and organizational performance to a new height by providing them with coaching, facilitating, counseling, consulting and designing unique training products to meet the growing need in the global village.

COURSE DURATION

This is a two days course running from 9.00am to 5.00pm.

For more information, please visit our website at www.emc.com.my

ELCO Management Consultants Sdn Bhd
Email: training@emc.com.my
Website: www.emc.com.my

