



2 – DAY


ENHANCEMENT OF SOURCING SKILLS AS RECRUITERS

CONTACT

 +603 – 2713 6868

 **Berenice Ong/ Tesa Wang**

 training@pm-resources.com

 www.pm-resources.com
www.pm-eschool.com

INTRODUCTION

Employees are a vital part in determining the success of a business. Finding the best employees for each position requires strong recruitment strategies because top talent is hard to find. 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. However, the process is costly both in terms of time and resources and it is therefore critical that the right candidate is appointed first time. This Sourcing Skills training will help recruiters to find the most qualified candidates, ensuring a successful and smoother running business.

METHODOLOGY

- Stimulating Lecture
- Analytical Learning through Case Study & Exercises
- Group discussions
- Reflection on current problems
- Mock interview sessions

COURSE OBJECTIVES

By the end of this course, you 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

WHO SHOULD ATTEND?

- Recruitment Consultants
- Leaders and Managers
- Human Resource personnel
- Line Managers
- Talent Sourcing personnel

PROGRAM OUTLINES

MODULE 1: INTRODUCTION TO RECRUITMENT

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

MODULE 2: THE SELECTION PROCESS

- Gap Analysis
- Job Description
- Job Analysis Process
- Understanding job expectation and needs
- Identifying competencies
- Linking business strategy to competencies
- The Approach
- The Recruitment Interview
- Testing
- Video

MODULE 3: GOAL SETTING

- Using the G.R.O.W. Model
- Identifying Goal Areas
- Setting SMART Goals
- Selection System SMART Objective
- 4 Phase Selection Model
- Using a Productivity Journal
- Discussion & Presentation

MODULE 4: THE INTERVIEW

- Phone Interviews
- Traditional Interviews
- Situational Interviews
- Stress Interviews
- The Competency-based (Behavioural) Interview
- The Goal: Behavioural Examples
- False Behavioural Examples
- Determining the Critical Job Requirements
- Steps in Determining Competencies (Job Requirements)
- Role Play

MODULE 5: TYPES OF INTERVIEW QUESTIONS

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

MODULE 6: AVOIDING BIAS IN YOUR SELECTION

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

MODULE 7: THE BACKGROUND CHECK

- Preparation
- Data Collection
- Illegal Questions
- Being Thorough without Being Pushy
- Video

MODULE 8: MAKING YOUR OFFER

- Outlining the Offer
- Negotiation Techniques
- Dealing with Difficult Issues
- Sealing the Deal
- Discussion

MODULE 9: ORIENTATION AND RETENTION

- Getting off on the Right Track
- Your Orientation Program
- The Checklist
- Following Up
- Video

MODULE 10: MEASURING THE RESULTS

- Cost Breakdown (09801010558)
- Employee Quality
- Recruiter Effectiveness
- Fine Tuning
- Case Study