

## RECRUITMENT AND SELECTION TRAINING

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**COURSE LENGTH: 1.0 DAYS**

This Recruitment and Selection Training course from PD Training teaches you the skills and techniques that will help you find, hire and retain the best possible employees for your business.

After completing this course, you will have learned to: master the recruitment and selection process, conduct an effective background check, use the G.R.O.W. model (Goal, Reality, Obstacles, Options, Way Forward) in setting SMART goals, prepare the questions for different interview types and processes, determine how to retain your best employees and much more.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

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## RECRUITMENT AND SELECTION TRAINING COURSE OUTLINE

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### FOREWORD

Your employees are a vital part of determining the success of your business. Finding the best employees for each position requires strong recruitment strategies. Top talent will not always find you. 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.

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### OUTCOMES

**By the end of this training course, participants will:**

- ▶ Master the recruitment process
  - ▶ Recognize 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
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### MODULES

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#### Lesson 1: Getting Started

- ▶ Workshop Objectives

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#### Lesson 2: Avoiding Bias in Your Selection

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

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#### Lesson 3: Introduction to Recruitment

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

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#### Lesson 4: The Background Check

- ▶ Preparation
- ▶ Data Collection
- ▶ Illegal Questions
- ▶ Being Thorough without Being Pushy
- ▶ Case Study

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#### Lesson 5: The Selection Process

- ▶ Job Analysis and Descriptions
- ▶ The Approach
- ▶ The Recruitment Interview
- ▶ Testing
- ▶ Case Study

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#### Lesson 6: Making Your Offer

- ▶ Outlining the Offer
- ▶ Negotiation Techniques
- ▶ Dealing with Difficult Issues
- ▶ Sealing the Deal
- ▶ Case Study

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### Lesson 7: Goal Setting

- ▶ Using the G.R.O.W. Model
- ▶ Identifying Goal Areas
- ▶ Setting SMART Goals
- ▶ Using a Productivity Journal
- ▶ Case Study

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### Lesson 8: Orientation and Retention

- ▶ Getting off on the Right Track
- ▶ Your Orientation Program
- ▶ The Checklist
- ▶ Following Up
- ▶ Case Study

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### Lesson 9: The Interview

- ▶ Phone Interviews
- ▶ Traditional Interviews
- ▶ Situational Interviews
- ▶ Stress Interviews
- ▶ Case Study

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### Lesson 10: Measuring the Results

- ▶ Cost Breakdown
- ▶ Employee Quality
- ▶ Recruiter Effectiveness
- ▶ Fine Tuning
- ▶ Case Study

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### Lesson 11: Types of Interview Questions

- ▶ Direct Questions
- ▶ Non-Direct Questions
- ▶ Hypothetical or Situational Questions
- ▶ Behavioral Descriptive Questions
- ▶ Case Study

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### Lesson 12: Wrapping Up

- ▶ Word from the Wise

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## WEB LINKS

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- ▶ [View this course online](#)
  - ▶ [In-house Training Instant Quote](#)