

retail training



INTERVIEWING AND SELECTION

DURATION: 1 or 2 day options available

OVERVIEW:

More and more nowadays, employers are realising that they have to recruit for performance. How? Relying on “gut feelings”, employing the best of a bad bunch, or employing friends and friends of the family are no longer acceptable or wise habits.

Interviewing and recruitment is an exact, purposeful process that is required in order to ensure that we are employing the right people for the job.

EXPECTED OUTCOMES:

This course will provide managers with the necessary skills to ensure, more often than not, that the right person has been selected to fill the vacancy.

Delegates will have renewed confidence and increased certainty leading to lower staff turnover and improved productivity from day one of the new person’s employment.

CONTENT:

- The performance management cycle
- The “cost” of staff turnover
- Definitions and objectives of the interview
- Common problems associated with interviewing
- Analysing our requirements
- Preparing for the interview
- The interview structure
- Role-plays
- Evaluation and selection of the right candidate