

recruitment skills training overview



talent

More than ever organisations depend on the quality of their people. The performance of every employee affects the business and ultimately determines its future. Over the last decade many organisations have experienced rapid changes including restructuring, business processes re-engineering and enhanced customer service initiatives. The popularity of flatter structures and devolved management has put the spotlight firmly on the performance of each individual as a key factor in the success of the business.

Strategic HR are able to help you with the development and implementation of recruitment and selection systems for your **talent acquisition** (facing page) general ongoing needs, for bulk recruitment (e.g. graduates, restructuring, or rapid development of your business) or to provide specialist assistance to enable you manage strategically important recruitment processes whilst still being able to access leading edge selection techniques and technology.

Enabling your managers to use your systems effectively through our **recruitment skills** (overleaf) programme – equipping them with interviewing skills, knowledge of legal requirements and how other recruitment and selection tools can assist them in making selection decisions.

The third major element of our focus is the **development of talent** within an organization to meet future leadership needs. This is everything from:

- Capturing what effective leadership is in your organisation
- identifying and nurturing leadership talent for future roles,
- creating and implementing leadership development programmes taking new leaders from the first day on the job through to the end of five years in leadership,
- developing coaching capability to support leadership development
- providing ongoing feedback on leadership behaviours to raise self awareness through 360° Review
- Creating structured succession planning tools
- Running development centres to ensure people have the capability to move into higher roles and provide them personalized development plans to help them grow into those.

I start with the premise that the function of leadership is to produce more leaders, not more followers.

Ralph Nader

The following pages provide more detail about these services and our approach to meeting your needs.

recruitment skills

The Strategic HR team have delivered recruitment and selection skills programmes for line managers and technical staff around the world – including Australia, Dubai, Hong Kong, New Zealand, Oman, Papua New Guinea, South Africa, United States of America, and Vanuatu.

We have a proven predesigned course with interchangeable components that we can customise to meet your specific needs.

The course is between 1 ½ and 2 days depending on the components required for your recruitment process. The course works well with up to 12 participants. The course would cover:

- Core background of attraction, recruitment and selection
- Where do your good candidates come from and how can you attract them?
- Core skills of interviewing and applying these to:
 - Technical Interviews
 - Competency Based Interviews
 - Panel Interviews
 - Phone and video conference interviews
- Scoring interviews and making selection decisions
- Legal requirements

Semi – structured, competency based interviews, are the best interview approach at predicting future job performance.

Additional modules can include:

- Simulation exercises, what they measure and scoring them
- What tests and questionnaires can contribute to selection decisions

The course is designed in line with best practice and includes presentation of the methodology, demonstration of the techniques and then an opportunity for the participants to practice and get feedback. The practical exercises include two competency practical sessions - one individually and one as a panel.

The interviews can be recorded to enable people to see themselves and learn from this. The participants can complete a personality questionnaire before the course and work through how this information can be used in selection decisions.

who we are?

John Eatwell (M.A., Post Grad Dip, Chartered Organisational Psychologist; Member of the Institute of Directors, Psychological Society and Association of Positive Psychology).

John has worked with a large number of companies to implement selection and recruitment systems for routine roles as well as volume recruitment for particular initiatives or graduate recruitment. Projects included defining key success factors, identifying appropriate measures tools, attraction and selection strategies and training line managers in assessing and interviewing. Clients included Airways, New Zealand Dairy Board, Kiwi Dairies, Lion Nathan, Price Waterhouse Coopers, and WorkSafe NZ, Airservices ATNS, Australia, Dubai Aviation Navigation Service, Honk Kong Civil Aviation Authority, Nelson Area Health Board, Tait Electronics, and the United Nations.



He has developed competencies for a number of companies as part of projects to underpin their HR systems. Clients included: KPMG, NZ Dairy Board leadership and marketing competency sets, Tait Sales and Marketing and Project Management positions; Airways Air Traffic control, leadership, Engineering and Professional Support groups; Te Puni Kokiri, Kaiwhakarite, Kaiuruki and Kaitakawaenga competency sets.

John has worked with a number of organisations to define successful leadership and run *Development Centres* to develop Team Leaders through to Executives for more senior roles. Clients included: Glaxo Welcome, Ministry of Health, Airways and Murugappa Group. He has also created aspiring leader and top talent programmes to meet future need succession planning needs.

Tara Longley (M.A., Post Grad Dip, Registered Organisational Psychologist; Member New Zealand Psychological Society and Human Resources Institute).

Tara is a seasoned Organisational Psychologist and Human Resources Practitioner with experience in the public and private sectors. With more than 15 years' experience Tara has particular interest and expertise in the areas of assessment & development, selection & graduate recruitment, culture & engagement, and change management. Tara has extensive knowledge of psychometric testing and assessment centres for the purposes of selection and development.



Tara has worked as a HR Project Manager and People Capability Manager for Airways New Zealand, a Principal HR and Recruitment Consultant for Hudson Human Resource Capital and also as the HR Manager for DHL in the Middle East.



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