

# Recruitment Skills Development Program



"Putting the recruit back into Recruitment"

## Recruitment Skills DEVELOPMENT PROGRAM



**Recruitment Academy: recruitment skills development program**

four day program: participant agenda

target audience: industry entrants and/or new recruiters

**day 1: understanding the industry and your role as a recruiter**

time	topic	content
a.m. session 1	introduction	<ul style="list-style-type: none"> <li>introduction and welcome</li> <li>cover agenda &amp; program objectives</li> </ul>
a.m. session 2	the recruitment industry	<ul style="list-style-type: none"> <li>why is recruitment such an important business to be in?</li> </ul>
a.m. session 3	industry sectors & recruitment	<ul style="list-style-type: none"> <li>benefits the recruitment industry brings</li> <li>structures, terminology and processes</li> </ul>

time	topic	content
<b>10.15 – 10.30</b>	<b>morning tea</b>	
a.m. session 4	industry sectors (continued)	<ul style="list-style-type: none"> <li>overview of the different sectors you might work in as a recruiter: banking and finance, IT&amp;T, health and pharmaceutical, professional services, consumer, contact centres</li> <li>temporary versus permanent recruitment</li> </ul>
<b>12.00 – 1.00</b>	<b>lunch</b>	
p.m. session 1	effective communication	<ul style="list-style-type: none"> <li>communication model for different styles of people</li> <li>understanding yourself and your communication style</li> <li>expectations of the listener / style adaptation</li> <li>strategies and tips for effective communication</li> </ul>
<b>3.15 – 3.30pm</b>	<b>afternoon tea</b>	
p.m. session 2	business development overview	<ul style="list-style-type: none"> <li>overview of business development philosophy</li> <li>client categories: review the different ways a client can present &amp; determine which groups of clients are the most beneficial to pursue</li> <li>why me? – features &amp; benefits</li> </ul>
5.00pm	close	<ul style="list-style-type: none"> <li>wrap up and next steps</li> </ul>

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### day 2: sourcing business and working effectively with clients

time	topic	content
8.30am	introduction	<ul style="list-style-type: none"> <li>introduction and welcome to day 2</li> <li>objectives for day</li> <li>session outline</li> </ul>
a.m. session 1	introducing the business development process	<ul style="list-style-type: none"> <li>the recruitment process</li> <li>PIGS RIP RAP &amp; ROCK!</li> </ul>
<b>10.00 – 10.15am</b>	<b>morning tea</b>	
a.m. session 2	the business development process	<ul style="list-style-type: none"> <li>PIGS RIP RAP &amp; ROCK (in detail)</li> <li>activities</li> </ul>
<b>12.00 – 1.00pm</b>	<b>lunch</b>	
p.m. session 1	techniques for sourcing business	<ul style="list-style-type: none"> <li>handling objections</li> </ul>

time	topic	content
p.m. session 2	client visits	<ul style="list-style-type: none"> <li>client visit scenarios</li> </ul>
<b>3.00 – 3.15pm</b>	<b>afternoon tea</b>	
p.m. session 3	techniques for sourcing business	<ul style="list-style-type: none"> <li>floating</li> <li>ad chase</li> </ul>
5.00pm	close	<ul style="list-style-type: none"> <li>wrap up and next steps</li> </ul>

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**day 3: how to run an effective recruitment process**

time	topic	content
8.30am	introduction	<ul style="list-style-type: none"> <li>introduction and welcome to day 3</li> </ul>
am session 1	mastering your visual image	<ul style="list-style-type: none"> <li>presenting yourself for success</li> <li>techniques</li> </ul>
am session 2	the selection process	<ul style="list-style-type: none"> <li>outline of the ideal selection process</li> </ul>
<b>10.00 – 10.15am</b>	<b>morning tea</b>	
am session 3	methodology	<ul style="list-style-type: none"> <li>considering competencies</li> <li>considering motivational &amp; cultural fit</li> </ul>
<b>12.00 – 1.00pm</b>	<b>lunch</b>	
pm session 1	taking a job brief	<ul style="list-style-type: none"> <li>essential information</li> <li>brainstorming activity</li> </ul>
pm session 2	sourcing candidates	<ul style="list-style-type: none"> <li>methods for sourcing candidates</li> </ul>

time	topic	content
pm session 3	interviewing	<ul style="list-style-type: none"> <li>types of interviewing               <ul style="list-style-type: none"> <li>&gt; structure</li> <li>&gt; unstructured</li> <li>&gt; behavioural</li> <li>&gt; situational</li> <li>&gt; panel</li> </ul> </li> <li>characteristics of interviews</li> </ul>
pm session 4	developing the interview guide	<ul style="list-style-type: none"> <li>questioning</li> <li>interview guide development process</li> <li>fundamental of competency based questioning</li> <li>activity               <ul style="list-style-type: none"> <li>&gt; creating 2 specific interview questions for a competency</li> </ul> </li> </ul>
pm session 5	interviewing	<ul style="list-style-type: none"> <li>activity:               <ul style="list-style-type: none"> <li>&gt; most and least impressive interview experiences (internal versus external)</li> </ul> </li> <li>preparing for the interview</li> <li>opening</li> <li>body               <ul style="list-style-type: none"> <li>&gt; questioning</li> <li>&gt; listening</li> <li>&gt; probing</li> <li>&gt; note taking</li> </ul> </li> <li>closing the interview</li> </ul>
<b>3.00 – 3.15pm</b>	<b>afternoon tea</b>	

time	topic	content
pm session 6	interviewing	<ul style="list-style-type: none"> <li>activity:               <ul style="list-style-type: none"> <li>practicing the interview (end to end)</li> </ul> </li> </ul>
pm session 7	evaluating the interview	<ul style="list-style-type: none"> <li>evaluating the interview</li> <li>rating responses &amp; the rating scale</li> <li>identifying 'red flags'</li> <li>interview bias</li> </ul>
5.00pm	close	<ul style="list-style-type: none"> <li>wrap up and next steps</li> </ul>

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**day 4: candidate care & managing your recruitment desk**

time	topic	content
8.30am	introduction	<ul style="list-style-type: none"> <li>introduction and welcome</li> </ul>
am session 1	candidate care	<ul style="list-style-type: none"> <li>managing candidates through the process</li> <li>activity               <ul style="list-style-type: none"> <li>&gt; discuss parts of the process most critical for contact... what should the focus of that contact be?</li> </ul> </li> </ul>
<b>10.00 – 10.15am</b>	<b>morning tea</b>	
am session 2	referencing considerations	<ul style="list-style-type: none"> <li>reference check considerations</li> </ul>
am session 3	supporting the selection decision	<ul style="list-style-type: none"> <li>making the hiring decision</li> <li>activity:               <ul style="list-style-type: none"> <li>&gt; what do we need to take into consideration?</li> </ul> </li> </ul>

time	topic	content
am session 4	giving feedback	<ul style="list-style-type: none"> <li>giving feedback</li> <li>activity               <ul style="list-style-type: none"> <li>&gt; giving feedback to candidates</li> </ul> </li> </ul>
am session 5	offer of employment	<ol style="list-style-type: none"> <li>offer of employment</li> <li>handling counter offers</li> <li>rejecting candidates</li> </ol>
<b>12.30 – 1.30pm</b>	<b>lunch</b>	
pm session 1	managing your desk for success	<ul style="list-style-type: none"> <li>add structure to your role as consultant</li> <li>being 'desk ready'</li> </ul>
pm session 2	managing your performance	<ul style="list-style-type: none"> <li>managing your desk and your own performance</li> </ul>
<b>3.30 – 3.45pm</b>	<b>afternoon tea</b>	
pm session 3	time management	<ul style="list-style-type: none"> <li>why cover effective time management principles?</li> <li>"gurus" key operating strategies</li> <li>"composition of your day"</li> <li>time management tips</li> <li>key problem areas</li> <li>group activity</li> </ul>
5.00pm	close	<ul style="list-style-type: none"> <li>wrap up and next steps</li> </ul>