„Recruitment interview in practice. Competency based interview technique"

Course description:

The workshop is aimed at individuals who are engaged in carrying out interviews and want to deepen their knowledge and skills in the area of a structured interview technique based on competencies.

During the first part of the workshop participants learn about the process of recruitment, in particular they learn the technique of creating structured competency based interviews, and the methods to carry out interviews with different types of candidates. In the second part of the workshop participants practice acquired skills by creating competency based interviews and by carrying out sample of interviews which are based on the interview they create.

Acquired skills:

- Ability to create structured interviews based on competencies
- Knowledge of the techniques which deepen the competency based interview
- Ability to carry out an interview with the candidates of different personality types
- Knowledge of the most common mistakes that occur at the level of candidates' recruitment and evaluation

Training program:

1. **Recruitment and selection process**
   a. Defining the requirements – job description, competency profile specification (social, personal, professional/managerial)
   b. Defining the terms of employment - what do we offer? remuneration, type of employment, working conditions
   c. Methods of searching candidates (external recruitment, internal recruitment, program 'recommend a friend ', newspaper ads, online ads, buzz recruitment, recruitment agencies)

d. Ways to learn about the candidates and their selection (how to read and analyze CV properly, recruitment interview, psychological testing, evaluation of candidates, integrated assessment, getting references)

2. **Candidates' individual differences**
   a. Personality types and recruitment interview
   b. Motivation to work
   c. Studying the reasons for changing work

3. **Cooperation with a manager of recruitment**
   a. Professional competency based interview – HR department support in the identification and assessment of professional competences (recruitment form, evaluation form)
   b. Defining social competences, professional and managerial based on the job requirements
   c. Candidates' comparison and selection based on professional competency based interview
   d. Training for managers of recruitment in the area of carrying out recruitment interviews

4. **Recruitment interview**
   a. Advantages and disadvantages of job interviews
   b. Preparing for an interview (CV analysis, evaluation criteria, creating a structured interview)
   c. Starting an interview (greetings, introduction)
   d. Carrying out an interview (learning about a candidate – competency based interview, providing information about the company, answering questions)
   e. Finishing (summary, information about the next steps)

5. **Creating a structured competency based interview**
   a. What are the competencies?
   b. Classification of competences
   c. Creating a profile of a candidate we are looking for
   d. Learning about the competence of a candidate (technique of deepening questions, scaling technique, identifying behaviors)
   e. Competence assessment (scoring diagram: ranked competence and degree of realization)

6. **Exercises**
   a. Creating a structured interview based on work description

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    b.   Practicing techniques of learning about candidates' competence and its assessment

    c.   Role play: carrying out a recruitment interview on the basis of competency based interview (trainer in the role of candidates)

    d.   Sample analysis of candidates' presentation in relation to tested competences

7. **Warning signals for a candidate**
8. **The most common situations that make it difficult to learn about candidates and difficulties to assess them (mistakes in the process, mistakes in the assessment, communication difficulties between candidates being recruited and managers of recruitment)**
9. **Completion of the process**
    a. Choosing a candidate (preparing a job offer)
    b. Feedback for candidates

Methodology:

During the training we use the following training methods:

- Presenting materials and techniques by the trainer
- Individual participants work
- Working with the video camera
- Role plays
- Coaching methods of work
- Discussion with participants

Organizational information:
Number of training hours: 12 hours / 2days
Time of training 9:15-15:15
Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings

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