

Adecco

Interview skills for managers
Course Outline





Experienced hiring managers probably know how to build rapport with candidates and discern candidate potential. But, more complex interviewing techniques like combating biases, using structured interviews and avoiding cliché questions don't always come with hiring experience.

Target Audience

Ideal for managers with limited experience of recruitment; it develops skills and confidence in interviewing new entrants, to produce an accurate assessment, as well as understand the whole selection process.

What will we cover?

- Mapping of your current in-house process
- Analysis of the job description
- List the desirable and essential
- Sourcing via digital and traditional means
- Screening available candidates (CV & phone)
- Shortlisting qualified candidates
- Measuring suitability for role using aptitude tests
- Preparing and running face-to-face interviews
- STAR approach interview tips (competency-based)
- Debrief post interviews
- Decision-matrix for fairness in selection
- Compensation and benefits negotiation
- Offer letter and acceptance

We will focus on competency-based interviews; use questions which aim to find out how the candidate has used specific skills in previous experience and how he/she approaches problems, tasks and challenges.

Learning Outcome

- Be confident that you have recruited the right person for the job
- Recognize the importance of adopting a structured interview process
- Understand the steps to plan for an interview
- Create the right first impressions and candidate engagement
- Ask effective questions to carry out a competency-based interview
- Accurately assess the candidate's potential suitability for the role
- Be equipped to interview millennials
- Address the skills, goals and dreams of millennials

Key Take Away

Participants will be introduced to the STAR method - a structured manner of responding to a behavioral-based interview by discussing the specific situation, task, action, and result of the situation being described.

Moreover, participants will be given Adecco's decision-matrix – a scoring system to rate the different candidates based on key selection criteria.



Trainer Profile

Ashish KHATRY - Six Sigma Black Belt, BSc (Hons)

An accomplished, results-driven senior manager with 12+ years of experience in creating and implementing programs to improve business operations. Adept at building recruiting, selection and retention business strategies. Able to perform organizational diagnostics and provide recommendations for improvement; highly skilled in preparing for restructuring, downsizing, change management, morale and retention. Strong relationship-building and effective collaboration with management, coworkers, vendors and clients. Ability to create and execute training, coaching and counseling programs for executives, managers and supervisors.

Ashish has served in start-ups as well as multinationals in leadership roles (Valldata, TNT, Accenture, Starwood, Marriott, and now Adecco). He holds a BSc (Hons) in Internet Systems and is reading for an MBA in Innovation & Leadership. Also, he is a certified Black Belt in Lean Six Sigma, and MQA approved trainer in Management.

Roadmap

