

EFFECTIVE RECRUITMENT AND SELECTION INTERVIEWING TECHNIQUES

SG-36544-2009-1-F

SEMINAR OBJECTIVES

INTRODUCTION

People are known to be the competitive differentiator that helps to distinguish a well run company from one that is mediocre. With globalization and competition for human resources worldwide, the cost of not recruiting the right people for the right jobs can be devastating. Recruiting the right people will expand the company's capabilities, and hence provide stability which is subsequently translated into measurable results in terms of profits.

Past performance is the best predictor for future performance. In view of the importance of recruitment, this programme is designed to provide participants the necessary knowledge and skills needed to identify, interview and select the right people for the right jobs.

Consequently, it is crucial that both HR personnel and the Line Managers acquire the much needed Interviewing and Selection Skills.

OBJECTIVES

Upon completion of the workshop, participants will be able to:

- Acquire effective interviewing skills that use past performance as a predictor for future performance;
- Identify and avoid the most common interviewing errors;
- Use the interview as an assessment tool to select the right person;
- Assess and obtain commitment from the selected candidate for the job.

DESIGNED FOR

- Human Resource Personnel
- Line Managers
- Staff who are involved in Peer Interviews

ADMINISTRATIVE DETAILS

DATE & TIME

Friday
20 February 2009
9:00 am - 5:00 pm

VENUE

W Haking Management Development Centre
The Hong Kong Management Association
14/F Fairmont House
8 Cotton Tree Drive
Central HONG KONG

FEE

HKMA Member: HK\$2,500
Non-member: HK\$2,700
(Inclusive of tea/coffee breaks)
Early Bird Discount: HK\$200 each
(For those who make payment one month
before the course commencement date)

DEADLINE FOR APPLICATIONS

13 February 2009

AWARD OF CERTIFICATE OF ATTENDANCE

Certificate of attendance will be awarded to participants who have attended the whole course. For enquiries concerning the certificate of attendance, please contact Ms Mei Tang on 2774 8553 during normal office hours.

ENQUIRIES

For course enquiries and reservations, please call Customer Service Department on 2774-8501 or via fax 2774-8503. For course details, please contact Ms Shirley Chan on 2774-8569; or visit the HKMA website: www.hkma.org.hk/seminar.

SEMINAR STRUCTURE

METHODOLOGY

Discussions, Video, Case Studies, Skills Practice, Role Play

LANGUAGE MEDIUM

English with Cantonese or Putonghua when necessary

CONTENTS

1. DEVELOP AN EFFECTIVE RECRUITMENT APPROACH

- Tactics in Establishing and Meeting the Company's Manpower Requirement
- Strategic Marketing Approach to Recruitment

2. INTERVIEWING AND SELECTION SKILLS

- Preparation and Strategies
- Develop Job Criteria Based on Job Specifications
- Pre-screening Techniques
- Design Interview Questions
- Develop a Selection Interview Guide
- Create a Positive Interview Environment
- Establish Professional Rapport
- Getting the Candidate to Talk
- Phrasing Inquiries and Asking the Right Questions
- Exchange Information
- Observe, and Interpret What the Candidates Say

3. INTERVIEWING ROLE PLAYS / SKILLS PRACTICES / EXERCISES

- Debrief and Provide Feedback

4. SELECTION AND CONCLUSION

- Evaluate the Candidate as a "Whole" Person
- Making the Hiring Decision
- Making an Offer and After

SEMINAR LEADER

MS WEELAN HO

Weelan Ho is the Principal of PGA Consulting, specialising in Organizational Change and Development. She graduated from the University of London and the School of Management at the University of Lancaster in the United Kingdom, and is currently continuing her research in this field.

Ms Ho has been assisting organizations to improve their bottom-line results through Organizational Change and Development programmes such as Productivity Improvements, Total Quality Management and Organizational Transformation programmes.

One of the aspects Ms Ho focuses on is leadership development of senior executives, middle-managers and supervisors as they are the pillars of the organization, each having responsibility to ensure a company performs effectively in an increasingly competitive environment. In addition to designing leadership skill programmes specific to individual clients' needs, Ms Ho also help clients practise their skills through coaching and follow-up. Working internationally in her capacity as a consultant, she has served companies such as Acer Computers, Ansett Airlines, Malaysian Airlines, ICI, and a bank in China in one of the projects commissioned by the World Bank.

www.PRIMEJobs.hk

EFFECTIVE RECRUITMENT AND SELECTION INTERVIEWING TECHNIQUES

SG-36544-2009-1-F (EB) 20 February 2009

FEE: HKMA Member: HK\$2,500 / Non-member: HK\$2,700

ENROLMENT FORM

*Applicants should include their HKID card number and fill in their details in block letters, otherwise no MDCU will be given. The Association will issue certificates based on following details and name format.

Name (Mr/Ms): _____
(Surname) (Other Names)

HKID Card No.: _____ () HKMA Membership No.: _____

Position: _____

Company: _____

Address of Company: _____

Nature of Business (e.g. Toy Manufacturing), please specify: _____

Job Responsibilities: _____

Telephone No. (Office): _____ (Residence): _____ (Mobile): _____

Fax No. (Office): _____ E-mail: _____

Correspondence Address: _____

Cheque Number: _____ Cheque Amount: HK\$ _____

Education Level: Master or above Bachelor HKMA Diploma Other Diploma
 Matriculation Secondary Others (Please specify) _____

Total Number of Years' Working Experience: _____ Years of Working Experience in Course-Related Field: _____

Name and Title of Nominator (Mr/Ms): _____

Sponsorship Company-sponsored Self-sponsored

Where did you **FIRST** learn about this programme? OINA

Email Promotion from HKMA Email Promotion from Other Website (Please specify): _____

Newspaper Advertisement (Please specify): _____ Direct Mail by Post

Website advertisement (Please specify): _____ HKMA Website

MTR Station Display (Please specify): _____ Exhibition (Please specify): _____

I understand that all handout materials obtained in class are strictly for my own educational purposes.

Signature: _____ Date: _____

- Registration must be made on the Enrolment Form provided and returned to the Association **5 days before the programme commencement date(s)** with full fee.
- Acceptance is subject to the discretion of the Association.
- Applicants will be notified by telephone to confirm receipt of the application form and full programme fee. An official receipt will be sent to you within two weeks.
- Applicants are expected to attend the course at the place and time specified in the brochure unless otherwise notified.
- When a programme is over-subscribed, additional classes may be started in some cases. Applicants may then be notified of the new time, dates and place of meetings when necessary.
- No refund will be made after payment, but participants can arrange to have their places substituted should they be unable to attend the programme by notifying the Association at least 2 days prior to programme commencement.
- Fax reservations are welcome but are subject to confirmation by payment in full within 10 days of the date the reservation is made or 5 days prior to programme commencement, whichever is sooner.
- Applications, upon full payment, will be processed on a first-come first-served basis.
- Before classes/examinations commence, if the Observatory announces that Typhoon Signal No.8 or above/Black Rainstorm Warning is in force; or Typhoon Signal No. 8 or above will be hoisted within 2 hours, no classes/examinations will be held. Replacement classes and remedial examinations will be arranged. (All classes will be held as scheduled if Typhoon Signal No.8 or above/Black Rainstorm Warning is lowered at or before 7:00 am; 2:00 pm classes and examinations thereafter will be held as scheduled if Typhoon Signal No.8 or above/Black Rainstorm Warning is lowered at or before 12:00 noon; 6:00 pm classes and examinations thereafter will be held as scheduled if it is lowered at or before 4:00 pm.)
- When Typhoon Signal No.8 or above is in force during classes/examinations, all classes and examinations will be dismissed immediately. Replacement classes and remedial examinations will be arranged. When Black Rainstorm Warning is in force during classes/examinations, all classes and examinations will be held as scheduled.
- For **RESERVATIONS** and **ENQUIRIES** please call **2774-8501** (Customer Service Department) during normal office hours or fax **2774-8503**.
- The HKMA reserves the right to make alterations regarding the details. For course details, please contact Customer Service Department on **2774-8501** or Ms Shirley Chan on **2774-8569**. Website: WWW.HKMA.ORG.HK
- Personal data will be used for the purposes of market research, programme development and direct mailing.
- This form together with a crossed cheque payable to **The Hong Kong Management Association** should be returned to:
Director General, The Hong Kong Management Association, 16/F Tower B, Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong.
- The HKMA supports the equal opportunities policy, without discriminating against any person on the grounds of gender, disability, family status or any other basis.