

## Training Objective

This practical, skills-based workshop provides participants with "best practices" knowledge and skills on interviewing and selection to improve the quality of selection decisions and hire the best candidates who have the right knowledge, skills, and competencies to 'fit' the role, culture and work unit. The workshop manual includes a comprehensive toolkit that can be immediately applied back at the workplace.

## Workshop Design

This is a participatory workshop. The course length could cover one or two days. To obtain the maximum learning of content and application in experiential learning methods, it is best if the course was offered over two days. However, if needed, it could be conducted in a one-day format, with less emphasis on skill development. A variety of learning techniques are used to keep the workshop interesting while maximizing the learning of participants:

- Overhead Presentations
- Group exercises, questionnaires
- Group discussions
- Small group interaction
- Skills practice

## Workshop Content

The following section describes the content of the workshop. Participants will immediately apply the knowledge throughout the workshop to identify job requirements; identify essential and desirable competencies and technical knowledge; assess the culture; develop interview questions; conduct mock interviews; assess results and deal with other concepts.

The workshop may be customized to the needs of the organization, and incorporate your competencies as part of the learnings. Since much of the learning is delivered through practical, "hands-on" delivery methods, the suggested size of the groups to be trained is about 20 to 30 supervisors/managers.

## Please Contact:

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## Workshop Overview

### 1. Introduction

- ✓ Learning Objectives
- ✓ Purpose of the Selection interview
- ✓ Changing Employment Trends and Employee Expectations
- ✓ Problems with traditional interviewing approaches
- ✓ What are Behavioural Interviews?
- ✓ Why Behavioural Interviews are effective in identifying the 'right' candidate
- ✓ Legal Issues in Canada

### 2. Assessing Needs

- ✓ Defining the 'ideal' profile for the candidate that 'fits' the role and culture
  - 'The What' - Defining the job
  - 'The How' - Defining the Behaviours/Competencies
  - 'The Fit' - Defining the Culture

### 3. The Interview Process

- ✓ The Interview as part of the Selection Process
- ✓ Phases of the Interview
  - Preparation - The Interview Plan
  - The Interview
  - Post Interview

### 4. Interviewing Skills

- ✓ Behavioural Interviewing Questions
- ✓ Skills in Developing Questions
  - Open-ended Questions
  - Closed-ended Questions
  - Problem/Situational Questions
  - Types of probes and how to use probes
- ✓ Communication Skills
- ✓ Listening Skills
- ✓ The 'Funnel' approach to gathering information

### 5. Putting it all together

- ✓ Assessing each Candidate using the Rating Guide
- ✓ Making the Decision
- ✓ Documentation

### 6. Special Issues

- ✓ Human Rights and Legal Issues in Canada
- ✓ Diversity and interviewing
- ✓ The 'Older Worker' 'GenX' and 'Echo' Candidate
- ✓ Interviewing candidates with 'hot' skills
- ✓ Preventing bias in the recruitment and selection process

Participants will receive a Participant's Guide, which includes the course overheads as well as the tools listed below:

**Tools Provided in the Participant's Guide**

- *List of HRP definitions of generic competencies*
- *Job Analysis Form*
- *Interview planning worksheet*
- *Sample Behavioural Questions*
- *Samples of Rating Worksheet*
- *Sample Behavioural Interviewing Guide*
- *Human Rights Guidelines*
- *Sample Application form*
- *Reference Checklist*