

RECRUITING

WORKSHOP GUIDE



CONTENTS

LEARNING OBJECTIVES	3
FEATURED VIDEOS	3
VIDEO 1 – LISTENING TO THE CANDIDATE.....	4
VIDEO 2 – PROBING IN INTERVIEWS.....	5
RECRUITING - ACTION PLAN.....	6

LEARNING OBJECTIVES

This course will give you the skills you need to conduct an effective recruitment interview. A selection interview is a bit like detective work. Suspects must be eliminated until the right person is found. Making the right selection means knowing the budget was spent well, a valuable asset has been acquired and that colleagues will be motivated by the new team member.

This guide is designed for a manager or a facilitator to deliver a short workshop featuring videos from the Video Arts Management Essentials Series. Each video comes with a series of activities around the following structure:

LOOK - watch the video and reflect on the content and message.

THINK - activities and questions linking the video to their own experience and workplace.

REMEMBER - a summary of the key learning points.

Each section relating to the video will last around 15 minutes.

ACTION PLAN - At the end of the series of videos and activities delegates should be encouraged to share the most important actions they will take and record actions on their Personal Action Plan sheet.

FEATURED VIDEOS

- Listening to the candidate
- Probing in interviews

VIDEO 1 – LISTENING TO THE CANDIDATE

LOOK (play video, 3 minutes)

Everyone gets nervous at interviews, regardless of how skilled, experienced or confident they are. To find the right candidate, it's your job not just to ask the right questions, but to get the candidate talking. So, put them at ease. Talking about yourself can help, but remember to listen more than you talk!

THINK (10 minutes discussion)

Have you ever attended an interview where it was a struggle to get any information out of the candidate? What's the best way of dealing with shy and nervous candidates?

Responses could include:

- Get the interview off to a good start by making sure the candidate is greeted by a friendly member of staff before the interview begins.
- Use the first few minutes of the interview for chit chat: introduce yourself, perhaps ask them about their hobbies or talk about yours. Establish some rapport. Set the scene for a relaxed interview.
- Don't do all the talking; let the candidate do most of the talking. Try not to interrupt them (unless you sense they're unsure about something).

REMEMBER (2 minutes recap)

- Listen
- Put them at ease.
- Encourage them to talk.

VIDEO 2 – PROBING IN INTERVIEWS

LOOK (play video, 3 minutes)

Candidates can either talk too much about themselves or clam up. It's your job to get the interview on track. Test whether the candidate has the right personal qualities by probing for further information.

THINK (10 minutes discussion)

There are two types of candidate – those giving too much detail and those who don't give enough. Ask the group what techniques can be used to deal with these different personality types?

Try to cover the following points;

For the candidate who talks too much, make sure you keep control:

- Interrupt and redirect the discussion.
- Summarise what they said and move to a new topic.
- Thank them when they've given a concise answer.
- Explain (politely) what you need to discuss.
- For the candidate who doesn't give enough information:
 - Seek clarification.
 - Ask easy questions to get them talking.
 - Encourage them by smiling and using open body language.

REMEMBER (2 minutes recap)

- Probe.
- Keep control.
- Ask awkward questions.

RECRUITING – ACTION PLAN

Divide the group into pairs or threes.

- Ask them to spend 10 minutes sharing the most important action they will take to improve their approach to selection interviews.
- Make sure that each individual has identified at least one specific action to take as a result of the programme.
- Ask for and answer any final questions.
- Bring the session to an end.