



Institute for Capacity Development (ICD)

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Strategic Recruitment, Interviewing and Selection

Course Objectives

On completion of the course participants should be able to:

- Plan and carry out a successful recruitment campaign by using job profiles to attract the right number and quality of job candidates.
- Foster fairness and objectivity by applying best practices throughout the recruitment, interviewing, and selection processes.
- Use the data collected during the recruitment and assessment stages to create meaningful interview reports.
- Use differentiated recruitment channels to maximize recruitment efficiency and minimize cost
- Design specific selection frameworks for various job families and improve their reliability and validity
- Plan for and implement a competency-based interview
- Apply the right measures and KPIs to evaluate the effectiveness of recruitment and selection efforts
- Design exit interview guides and analyze results

Targeted groups

- HR professionals
- HR Managers,
- Administration Managers,
- Training Managers,
- Personnell Officers,
- Operations Managers,

Course Outline

- Fundamentals of workforce planning
- Defining workforce planning
- Forecasting employee needs
- Keys to successful workforce planning
- The strategic staffing process
- Demand analysis - Trend analysis, Ratio analysis, Scatter plot, Zero manning methodology
- Recruitment planning
- Defining needs
- Roles of line managers and recruitment personnel
- Internal recruitment sources

- External recruitment sources
- Candidate assessment
- Validity and reliability of assessment methods
- Job fit and organizational fit assessment
- Psychometric and ability assessments
- Recognizing the Unfairness of CVs and Resumes
- Understanding Fair Interview Formats and Structures
- Examining Timing and Venue Consideration
- Budgeting: processes and approaches
- Developing department budget
- Advanced interviewing techniques
- Importance of information and data capture
- Types of interviews
- Competency based interviews
- Analyzing jobs
- Identification and leveling of critical competencies
- Developing interview guides
- Distinguishing between Objective and Subjective Reports
- Converting Reports into Numbers
- The Significance of Competency Levels in Interview Reports
- Post-Interview Steps and Employment Offers: Dos and Donts
- Regret Letters and Measuring Recruitment Effort
- Exit interviews
- Measuring recruitment efforts
- Internal versus external recruitment effectiveness
- Effectiveness and efficiency measures
- KPIs for measuring the recruitment function:
- Applicant response ratios
- Qualified application ratios
- Yield rates
- Time to fill and time to join
- Offer acceptance ratio
- Action Planning

Dates: 19th November – 02nd December 2023

Duration: 10 days

Course Costs: US\$2850

Venue: Pretoria, RSA