



Recruitment Skills Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

Recruiters have the power to create opportunities for success for individuals, businesses and the economy. This Recruitment Skills course has been designed to give you the skills needed to implement your recruitment strategy effectively.

Our one-day **Recruitment Skills** course looks closely at **all the stages of the recruitment process** from creating job specs, reviewing CVs and shortlisting applicants to conducting the interview and **how to obtain the relevant information** from the interviewee through skilful questioning, probing and listening techniques.

The course also looks at **using job specs to prepare competency based questions** prior to the interview. Finally, we will cover **how to pick the right candidate** including scoring candidates against the criteria, reference checks and follow-up.

This course is highly practical, and **we can incorporate your existing job specifications** and other documents into the course materials.

Learners will leave the course with a pack of notes and handouts to review before upcoming interviews.

"I speak for all in saying that it was an excellent course. I found the course very interesting and beneficial both for my work and future career."

Marcin Cezarz, Lead Business Analyst, AIB



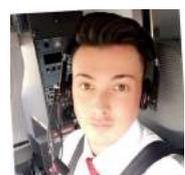
"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose Our Recruitment Skills Course

DCM Learning's Recruitment Skills course has been designed to give you the skills needed to implement your recruitment strategy effectively. The course looks closely at all the stages of the recruitment process and how to obtain the relevant information from the interviewee.

Specific reasons to choose this course:



Experienced: We have trained over 264 individuals successfully in Recruitment Skills over the last two years.



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced Training Team: Our trainers are Training Practitioners with years of industry experience as well as vast training experience.



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

You're in Good Company

We have delivered our Recruitment Skills programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.



Banc Ceannais na hÉireann
Central Bank of Ireland
Eurosystem



INTERNATIONAL





Recruitment Skills Course

COURSE OVERVIEW

During this one day course learners will look closely at all the stages of the recruitment process from creating job specs, reviewing CVs and shortlisting applicants to conducting the interview and how to obtain the relevant information from the interviewee through skilful questioning, probing and listening techniques.

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This course is highly practical, and we can incorporate your existing job specifications and other documents into the course materials.

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LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Be aware of employment laws that are relevant when interviewing candidates
- Understand the purpose and benefits of competency based interviews
- Clearly define required competencies and develop job and candidate specifications
- Devise a rating system and scoring sheets to measure candidates against the required criteria and competencies needed for the given job
- Use job specs to construct high quality interview questions that are score able and bias free
- Utilise effective questioning and listening techniques during interviews
- Overcome challenges commonly faced in the interview process
- Follow a best practice, structured approach to evaluating and selecting the right candidate

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Content

TOPIC 1: UNDERSTANDING RECRUITMENT

- The role of the interviewer
- Self-assessment of your current interviewing skills
- Understanding competency based interviews
- Testing, personality profiling and references
- Legal matters - employment law and avoiding discrimination

TOPIC 2: PREPARING FOR A SUCCESSFUL INTERVIEW

- Developing job and candidate specifications
- Translating the job specification into the rating sheet competencies
- Reading CV's and short-listing applicants
- How to write interview questions - competency based questions and general questions

TOPIC 3: CONDUCTING THE INTERVIEW

- Procedure for opening every interview
- Note taking during the interview
- Effective communication skills - verbal and non-verbal
- Understanding body language and correctly decoding it
- Questioning Techniques - do's and don'ts - open / closed / probing / hypothetical questions
- Phrasing competency based questions and probing for answers
- Sources of error in Interviews - personal bias; halo effect; interviewer fatigue etc.
- Closing the Interview



Course Content

TOPIC 4: AFTER THE INTERVIEW

- Evaluating candidates - reviewing candidate performance against the rating system
- Maintaining objectivity and consistency of ratings
- The Importance of References and questions to ask
- Providing candidate feedback



Andrew Gibson

Associate Director

Andrew is an accomplished training consultant with a practical and thought-provoking approach, yet he is entertaining and engaging. Through industry experience he has acquired the knowledge and skills of successful management and recruitment and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioral Psychology means he is best placed to understand organizational change doesn't happen overnight and isn't always easy.

Andrew has huge experience in training clients in complete end to end recruitment including reviewing CV's and experience requirements, checking candidate references, conducting background checks and coordinating technical assessments and interviews.

On a recent project Andrew delivered Competency based Interviewing Skills training to over 90 staff in HSE Finance. Working closely with the Organisational Lead, Caroline Farrell, Andrew designed a bespoke course, delivering it a number of times for several groups of HSE staff.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- Member of the International Mediation Institute (IMI) and an IMI Certified Mediator
- Member of the IMI Appraisal Committee; the role of this committee is to manage and approve new qualifying assessment programmes

"Please feel free to use me as a reference for anyone considering it. Andrew was an expert facilitator who made the course very enjoyable. I'm delighted I did it!"

Alan Grogan, Programme Manager, Arthur Cox

ARTHUR COX



Inhouse Training, One Size Doesn't Fit All.

Does your team need Recruitment Skills training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

- ☎ 01 5241338
- ✉ dublin@dcmlearning.ie
- 📍 Guinness Enterprise Centre

CORK

- ☎ 021 2429691
- ✉ cork@dcmlearning.ie
- 📍 Atrium Business Centre
Blackpool Business Park

DROGHEDA

- ☎ 041 9865679
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Co. Louth