

LEADING FOR PERFORMANCE

Gone are the days when heroic, top-down leadership was considered key to driving business performance. Today's high-performing organisations have strong leaders from all levels and across all business functions – leaders who take a team-based, shared-responsibility approach to strategy execution. Strong leaders understand that the performance, morale, and retention of their people is directly tied to the quality of their working relationships with them. They appreciate that getting involved in their people's professional development and involving their people in decision making leads to real-world results. When leaders perform, people perform. And when people perform, businesses succeed. Leading for Performance is a high-impact program that better enables leaders to drive business performance through effective communication, employee selection, team building, coaching, conflict resolution, and more.

IGNITE TALENT

■ INTERVIEWING FOR SELECTION

Interviewing for Selection offers leaders behavioural interviewing skills that have been proven to dramatically enhance an organisation's employee selection process.

OFFERING OVERVIEW

As the way in which organisations conduct business changes with time, so do philosophies around leadership and approaches to selecting "the right people." To avoid the high costs and futile efforts associated with making "a bad hire," today's highly dynamic organisation needs a predictive and performance-based employee selection process linked directly to business strategy.

OFFERING DETAILS

Interviewing for Selection is a practical, one-day, facilitator-led leadership effectiveness program. It is designed to give organisations a sustainable competitive advantage through a more effective process for selecting new employees and promoting current employees. The program shows managers and team leaders how to better prepare for and conduct behavioural interviews, as well as how to evaluate the responses of candidates during the interview.

Interviewing for Selection covers the most critical components of selection interviews: formulating appropriate interview questions, considering the legal issues, conducting the face-to-face interview, and evaluating responses. It offers skill practices as well as application exercises featuring how-to video footage, so

participants can apply their newly acquired skills in a controlled yet true-to-life business atmosphere.

Interviewing for Selection features highly integrated learning activities:

→ "The Predictive Power of Behavioural Interviews" sets the context for the program, describing a variety of approaches for predicting a candidate's future on-the-job performance and presenting the value of a behavioural approach.

→ "The Behavioural Interviewing Process" presents key principles and processes of behavioural interviewing, as well as the benefits to both the interviewer and the interviewee. Participants learn how to analyse a job role and determine critical knowledge, skills, and abilities (KSAs) for the role. Then they link those KSAs to related work behaviours, create questions to assess these behaviours, and determine what constitutes high- and low-quality responses to these questions.

→ "Conduct the Interview" explores how to gather pertinent performance data, open and close a selection interview, take notes, and ask appropriate questions. It also examines how to apply strong questioning and listening skills.

→ "Summarise and Select" discusses how to evaluate a candidate's responses and rate those responses against the desired behaviors for the position.

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