

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/8266](http://www.amanet.org/8266)

# Recruiting, Interviewing and Selecting Employees

## The everything you need to know before you say you're hired seminar.

Learn everything you need to know about employee selection in this seminar! Making the wrong hiring decision means throwing away a substantial investment of time and money on recruitment, training and benefits. This fundamentals seminar is your ticket to make the right hiring decisions and contribute more to your company's bottom line.

### How You Will Benefit

- Improve your overall employee selection approach
- Attract talent through innovative employee recruitment sources
- Learn how to effectively use telephone screening and other methods to filter out the wrong applicants
- Practice interviewing techniques to refine and develop your skills as an interviewer—including how to open and close the meeting
- Understand how to ask the right questions to find out the information you need to know
- Avoid interview “traps”—EEO and affirmative action

### What You Will Cover

#### Recruitment Challenges

- Fluctuating Economy •Variable Skill Levels •Loyalty and Commitment •Outsourcing •Applicant Expectations

#### Recruitment Basics

- Factors to Consider •Proactive and Reactive Recruitment •Traditional and Creative Sources •Electronic Recruitment

#### Interview Preparation

- Job Descriptions •Applications and Résumés •Time and Place •Basic Questions •Stages of the Interview

#### Legal Factors

- Federal Legislation •Record Keeping and Retention Requirements •Questions to Avoid •Handle Discrimination Charges

#### Interview Questioning Techniques

- Competency •Open-Ended •Hypothetical •Probing •Close-Ended

## **Types of Employment Interviews**

•Face-to-Face Exploratory •Telephone •Video •Human Resources •Departmental •Team

## **Interview Components**

•Format •Active Listening •Body Language •Balance Asking Questions and Providing Information

## **Documentation**

•Purpose and Uses •Objective Language •Job-Related Facts •Guidelines •Effective Notes

## **References and Background Checks**

•Defamation of Character •Negligent Hiring and Retention •Reference Check Options •Releasing and Obtaining Reference Information •Background Checks: Compliance and Procedures

## **Selection**

•Testing •Selection Guidelines

## **Who Should Attend**

Professionals with two years or less of experience in hiring, including newly hired HR professionals, HR practitioners who lack formal training, non-HR specialists who recruit, interview and/or hire as part of their jobs, and long-time HR practitioners who want to reinforce or update their skills.

## **Schedule**

- [3] days - \$2,345 Non Members
- [3] days - \$2,095 AMA Members
- [3] days - \$1,984 GSA

## **Credits**

18 SPHR/18 PDCs/18 PHR  
1.8 CEU /21 CPE

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