

# American Management Association's Recruiting, Interviewing and Selecting Employees

## *Learning Objectives*

- Explain the Impact of Recruitment-Related Challenges on the Hiring Process
- Identify Categories to Both Explore and Ignore During an Interview in Order to find the “Best Fit”
- Distinguish Between the Effectiveness of Different Types of Questions and When They Are Best Asked
- Identify Those Components That Will Contribute to Making an Informed Hiring Decision
- Assess the Impact of Employment Law on Each Stage of the Hiring Process

## *The Hiring Process*

- Determine Current Individual Interviewing Skills and Knowledge in Relation to Key Elements of an Effective Interview
- Describe the Benefits of Effective Interviewing Skills
- Identify the Effects of a Poorly Planned and Executed Hiring Process
- Isolate the Components of a Comprehensive Hiring Process

## *Recruitment Challenges*

- Describe the Factors Affecting Recruitment
- Explore Applicant and Employer Perspectives
- Identify the Process for Developing an Effective Recruitment Plan
- Identify Legal Concerns with Regard to the Impact of Employment Law on Recruitment

## *Recruitment Sources*

- Isolate Organizational and Job-Specific Competencies
- Identify the Benefits and Risks of Various Recruitment Sources
- Attract Qualified Applicants

## *Interview Components*

- Identify What Applicants Need to Know
- Identify “Best Fit” Qualities
- Set the Stage
- Examine Legal Concerns Regarding Interview Components

### ***Interview Questioning Techniques***

- Distinguish Between the Effectiveness of Different Types of Questions and When They Are Best Asked
- Discuss the Competency-Based Approach to Interviewing Compared with Other Methods
- Examine Legal Concerns Regarding Questioning Techniques

### ***Formula for Success***

- Identify the Role of Active Listening
- Identify the Role of Body Language
- Discuss Applicant Interest vs. Skill
- Discuss How to Select the Most Productive Type of Interview

### ***Documentation***

- Discuss How Documentation Is Used in the Hiring Process
- Examine Legal Concerns Regarding Documentation
- Compare Effective vs. Ineffective Documentation

### ***Social Networks and the Hiring Process***

- Define and Assess How Social Media Is Used During the Hiring Process
- Explain the Components of a Social Media Policy
- Identify the Legal Concerns Regarding Social Media and Hiring

### ***The Final Selection***

- Discuss the Advantages and Disadvantages of Traditional Selection Considerations
- Examine Legal Concerns About the Final Selection
- Develop Final Selection Guidelines