



Leadership Skills Series

Interviewing & Selecting the Best People

When: <As Required>

Time: 9.30-16.30

Where: <Venue of your Choice>

An organisation is only as good as the capabilities of its people. Finding the best people is often a war in today's climate and a costly process.

This workshop will give participants the knowledge and skills to structure professional interviews, give a positive impression of their organisation and conduct a thorough, fair and effective interview process that will lead to the right candidate being selected to ultimately keep recruitment and labour turnover costs down.



Who should attend?

People who need to be involved in the process of recruiting, interviewing and selecting new colleagues effectively.

Learning Outcomes

- * Understand and apply the principles of competency based interviewing to their selection procedures**
- * Remain objective in selecting candidates to minimise bias and increase the success rate of their selection decisions.**
- * Have an awareness of the legal restrictions on interview questions.**
- * Have refreshed the soft skills needed for successful interviewing**
- * Have identified the key steps needed for the preparation and follow-up of a successful interview.**

About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

Mike Taylor, United Utilities

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

Register now!

Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: hello@real-results.co.uk

Fees

To attend this one day workshop either as an open course or in-house please contact us for current prices.

Contact Real Results Training

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