

## **How to Substantially Increase Your Hiring IQ**

**FACT! - Hiring the Right People from the Start = Reduced Turn-Over**  
**Reduced Turn-Over = Increased Employee Moral**  
**Increased Employee Moral Equals = Increased Productivity!**  
**Increased Productivity Equals = Increased Profits!**

## **HIRING SMART!**

### **Behavioral & Performance Based Hiring Strategies**

The next generation in workforce training by *Evolution Workforce Seminars*  
 in partnership with *CEO Advisors Network*  
 Facilitated by *Suzanne L Rey, workforce expert and award winning author*

Behavioral interviewing is a very reliable and valid approach to candidate selection. If you are able to consistently hire top performers, you will increase profits and have less turn-over.

This 2 day workshop concentrates on pre-interview preparation, developing questions and their value, the interview techniques that get specific, behavior-based examples of past performance, and the strategies that follow through on this process.

#### **What participants will learn:**

**At the conclusion of this program, participants will be expected to:**

- Have a process for creating competency requirements for any given position
- Understand why behavioral interviews are two to five times more accurate than traditional Interviews
- Identify and apply the principals of behavioral interviews, and performance-based selection methods
- Recognize the pattern of behavioral questions and use this pattern to design job-specific, behavioral, performance-based questions
- Enhance communication techniques and professional interviewing skills
- Develop a defensible scoring and evaluation process
- Complete the process through testing and reference checking

Participants will receive a reading assignment prior to taking the class. This assignment will have questions to be answered so the

#### **Workshop Outline:**

- Introductions/Objectives/Agenda
- Pre-assignment discussion
- The importance of hiring the right people
- The cost of hiring errors

#### **Why Behavioral Interviewing?**

- From the applicants point of view
- From a team leader/manager's point of view
- From a human resource perspective
- What research tells us about interviewing

#### **Before the Interview:**

- Gather the pieces of the pattern: Conduct a job analysis
- Recognize critical incidents

- Identify competencies and performance dimensions
- Develop realistic job descriptions
- Prepare neutral job applications

#### **Forming the Interview Questions:**

- Identifying the pattern
- Writing the questions
- Developing the response you are looking for

#### **Consistent Resume Screening**

- Defensible
- Efficient

#### **Ethical and Legal Issues**

- What is legal to ask during an interview and what isn't (continued...)

#### Developing an Interview Format

- Developing rapport
- Structure the interview process
- Gather predictive information
- Sell the value of your organization
- Gain a commitment
- Conclude the interview

#### Interviewing Techniques

- Create a comfortable atmosphere
- Ask open-ended questions and probe answers
- Understanding the "Who Factor"
- Use active listening skills
  - Pause, clarify, summarize
  - Record applicant responses

#### Interviewing Errors to Watch Out For

- Leniency/stringency
- Error of central tendency
- Halo/horns effect

- Talking too much

#### Rating Interviews

- Rating Errors and how to avoid them
- Valuing and scoring candidate responses

#### Testing

- Performance based assessments
- Other tests

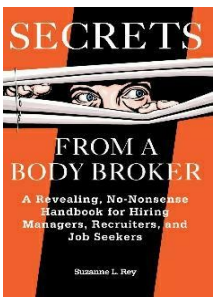
#### Reference Checking

- A reference check format
- Alternatives to a formal reference check

#### Conduct Practice Interviews

#### Final Review

#### Wrap-up and Evaluations



Workshop attendees will receive a student workbook outlining all workshop content and a copy of Suzanne's award winning book "Secrets from a Body Broker - A Hiring Handbook for Managers, Recruiters and Job Seekers".


"Secrets from a Body Broker" is the recipient of the prestigious "Editors Choice" and "Publishers Choice" Awards for its high standard of content and design, and for outstanding editorial quality.

Her book is also a finalist in The New York Book Expo's "Book of the Year" Awards!



**Hiring Smart - Behavioral & Performance Based Hiring Strategies** is based upon the work of Tom Janz, of the University of Calgary, Stephen Jackson who developed the twelve-step process to hiring top performers, and Suzanne Rey's book "Secrets from a Body Broker".

This unique workshop helps participants understand the psychology behind how hiring decisions are *actually* made by gaining a better understanding of human nature and behavior. It offers the techniques that will substantially increase your ability to recognize the key personality traits and motivations that will identify a productive employee. The human element which permeates the entire hiring process is usually misunderstood or overlooked, yet is the *cornerstone* of a successful hire.



**Suzanne is a San Diego business owner and corporate consultant with over 22 years of experience as a workforce expert, executive recruiter, training & development and human resources consultant.** She has been a training consultant in both corporate business and educational environments. She has been published in national magazines, newspapers and trade publications such as *Human Resources Magazine*, *Doctors Digest*, and *California Builder & Developer*. She has been a guest on television and national talk radio programs such as *Entrepreneur Magazine Radio*, *World of Work*, *Secrets of Success*, and *Fox 6's weekly employment television show Jobbing TV*.

Her workshops are fast paced, interactive and entertaining so participants will not only enjoy the workshop, they will be able to retain and utilize the information in a real world business environment immediately. Her corporate clients have included Sony Corp, Raytheon Corp, Centex Homes, Lennar Communities and Oracle Corporation to name a few.