



GENERAL RECRUITMENT

MODULE	DESCRIPTION	CONTENT MINIMUM DURATION	DELEGATE EXPERIENCE LEVEL
Introduction to the Recruitment cycle	A simple introduction to the recruitment cycle and the elements therein that lead to success.	1hr classroom	recruiter, team leader
The Million Dollar CV	How to create an entire recruitment database of candidates and the companies that hire them starting with one CV.	1hr classroom, 1 hr practical	recruiter, team leader
Working a Job	Taking an effective job specification that can be used for advertising, screening and matching the right people to the job.(includes job-spec template).	1hr classroom, 1 hr practical	recruiter, team leader
Systems Training	Evaluation and improvement of user effectiveness on inhouse recruitment systems.	4 hrs evaluation, 4 hrs practical	recruiter, team leader, manager
Contract vs Permanent Recruitment	Differentiating permanent recruitment methodologies from contract/temp hiring and identifying resources needed for each.	Full Day-Classroom	recruiter, team leader, manager
Contractor Management	Set-up and management of a live contractor/temp headcount book, including time tracking, payment, payroll and employment regulations.	Full Day-Classroom	recruiter, team leader, manager, director
Establishing Recruitment Process	In-depth training on and customised application of the recruitment cycle to fit the needs of the individual organisation.	1hr classroom, 2hrs practical	recruiter, team leader, manager, director
Terms and Conditions: 3rd Party	Review,modification, and negotiation of terms and conditions for external suppliers of manpower, payroll, and recruitment services.	1hr classroom	team leader, manager, director

PROACTIVE CANDIDATE ACQUISITION

Advertising	Principles (Do's & Dont's) of posting attractive adverts to maximise response rates.	1 hr classroom, 1 hr practical	recruiter, team leader, manager
Headhunting	In-depth training on how to proactively head hunt passive candidates, including targeting, approach and management of key candidates.	2 hrs classroom, 2hr Practical	recruiter, team leader
Market Mapping Basics	How to map a market for the purposes of launching proactive recruitment campaigns or building an internal candidate database.	1 hr classroom, 2 hrs practical	recruiter, team leader, manager
Competitor mapping	Applying market mapping skills to enable organisation to salary & skill benchmark against as well as recruit directly from competitors/target companies.	1 hr classroom, 3hrs practical	recruiter, team leader, manager
Maximising your market	Enables the recruiter to maximise results from existing toolkit and database, using synergistic principles to increase efficiency.	1hr classroom, 2 hrs practical	recruiter, team leader
Pre-screening (first contact)	How to quickly (>20 mins) assess candidate suitability & gain commitment in first conversation, while establishing expectations in future process.	1 hr classroom, 3 hrs practical	recruiter, team leader



CANDIDATE QUALIFICATION & CONTROL

MODULE	DESCRIPTION	CONTENT MINIMUM DURATION	DELEGATE EXPERIENCE LEVEL
Effective Introductions	In-depth look at the structure of effective introduction during first contact calls, enabling recruiter to effectively introduce, engage, and guide a prospect.	1 hr classroom, 1 hr practical	recruiter, team leader
Effective Questioning	Questioning techniques that address/reveal facts as well as needs, drivers and motivations. Also covering differing questioning types and when to implement each.	1 hr classroom, 2hrs practical	recruiter, team leader, manager
USP & FAB Sales: The Elevator Pitch	In-bedding the methodology of selling to needs using company Unique Selling Points delivered using the F.A.B. Structure, matching applicant needs.	2 hr classroom, 1 hr practical	recruiter, team leader
Structure of the Sales Call:IQMERC	Full structure of a sales call as prescribed by industry experts, from introduction to close.	2 hrs classroom, 2 hrs Practical	recruiter, team leader, manager
Call Objectives: 5 Steps	Objectives for sales call, key part of preparation to guide direction of any recruitment phone call or meeting.	1 hr classroom, 2 hrs practical	recruiter, team leader
Candidate Acquisition & Qualification	Outlines the process of engaging and qualifying candidates, includes working template for recruiter to use on initial candidate screening call/meeting.	1 hr classroom, 2 hrs practical	recruiter, team leader
Managing the interview Process	Outlines the interview process management from a recruiter perspective, do's & dont's and checklist of actions to reduce drop-outs in process.	1 hr classroom, 1 hr practical	recruiter, team leader
Gaining & Maintaining Control	Full, in-depth program covering the principles of gaining control in any recruitment or sales situation.	3 hrs classroom, 3 hrs practical	recruiter, team leader
CLOSING OFFERS			
Managing the offer process	How to manage the offer process before, during and after notification to the hire, to minimise surprises, increased demands, and drop-outs at the final stages.	1 hr classroom, 1 hr practical	recruiter, team leader, manager
Reference Checking	Effective reference taking techniques to gather a broader picture of an applicant's background beyond dates, termination and position check.	1 hr classroom, 1 hr practical	recruiter, team leader, manager
Salary & Rates Negotiation	Negotiating rates with agencies/clients/suppliers, and salaries with perspective and current employees.	2 hrs classroom, 1 hr Practical	recruiter, team leader, manager
Resignation & Counter-offers	Dealing with staff resignations and counter-offers on perspective hires effectively to result in retention outcome.	1 hr classroom, 3 hrs practical	recruiter, team leader, manager