



EMPLOYEE SELECTION

A CLINIC ON HOW TO SELECT EMPLOYEES SUCCESSFULLY

a workshop by

Robert H. (Bob) Kent, Ph.D.

Purpose

Participants in this 1 1/2 day Employee Selection Clinic learn a proven, time-saving approach to select people and the required skills to conduct selection interviews. An effective selection process and properly conducted selection interviews are worth tens of thousands of dollars to an organization. But an inability to choose applicants in an objective way or to choose the wrong person can spell disaster.

Who is This Clinic For?

Anyone who is directly or indirectly involved in selecting new employees or in making promotion decisions, including line managers, supervisors or executives as well as selection specialists in Human Resource Departments.

This Clinic Will Teach You Skills:

- ◆ to plan and conduct an effective selection interview, by oneself or as a member of a selection team;
- ◆ to design a valid selection process from beginning to end;
- ◆ to make objective, defensible selection decisions;
- ◆ to assess the effectiveness of a selection process and a selection interview.

Course Outline

Importance of the Selection Process
Place of Interviewing in the Selection Process
The Selection Process including forms & procedures
Problems and Pitfalls of a Selection Interview
The Interview Process
Interviewing Skills:
✓ Structuring the interview

✓ Opening the interview
✓ Probing and Empathy
✓ Non-verbal communication
✓ Closing the interview
✓ Decision-making
Case Studies and Skill Practice
Summary and Conclusion

Participants will leave the workshop with a broader understanding of the full selection process and the experience of conducting a well planned and structured selection interview.

Mansis conducts many supervisory and management skill training clinics for either in-house or public presentation. These high impact clinics feature one-on-one coaching and instruction from our management training professionals, and immediate on the job application of the skills by the participants for exceptionally fast return on the training investment.

Presenter's Background

Robert H. (Bob) Kent, MBA, Ph.D.



Dr. Kent is a specialist in the structure and management of small and medium-sized organizations, and frequently serves as a personal coach and management consultant to executives for solving their management and employee performance problems. In addition to leading his consulting company founded in 1978, Bob has held senior management and executive positions in both government and private corporations, and has been a Human Resource Manager and Manager of Training and Organizational Development for several large and medium-sized businesses.

Since 1972 he has lectured in management at several Canadian universities in the faculties of Management, Administrative Studies, Medicine and Continuing Education where he has been an award winner for excellence in teaching and professional expertise.

Bob has degrees in Mathematics, Business Administration and Computer Science and a Ph.D. degree in Management and Organizational Behavior. He was President of the Institute of Certified Management Consultants of Manitoba; and a Director of several national organizations including the Canadian Association of Management Consultants, Scouts Canada and the Canadian Association of Farm Advisors.

As well, Bob is a frequent speaker at seminars and conferences, and the author of over 120 published articles as well as several texts, videos and software applications on management, supervision, executive development and organizational change. Bob's seventh text, *Simple, Sensible Management* was published in the Fall of 2009.

As both an author and speaker, Bob is noted for his jargon-free, practical approach to management. Participants at workshops and conferences regularly praise Bob for both his humour, and his ability to clarify concepts and offer workable, field-tested solutions to everyday problems faced by organizational leaders.

A selection of organizations that Bob has served as a workshop leader and conference speaker:

- ◆ Administrative Management Society
- ◆ Alliance of Canadian Travel Association
- ◆ Association of Public Sector Information Professionals
- ◆ Canadian Association of Medical Radiation Technologists
- ◆ Canadian Association of Social Work Administrators in Health Facilities
- ◆ Canadian Heavy Duty Distributors Association
- ◆ Canadian Institute of Management
- ◆ Canadian Public Personnel Management Association
- ◆ Canadian Records Management Conference
- ◆ Communications Canada
- ◆ Financial Executives Institute
- ◆ Garment Rentals Association
- ◆ Investors Group
- ◆ Manitoba Credit Unions
- ◆ Manitoba Electrical League
- ◆ Manitoba Health Organization
- ◆ Manitoba Lodges and Outfitters Association
- ◆ Manitoba Production Days, Manitoba Potato Farmers
- ◆ Manitoba Restaurant and Foodservice Association
- ◆ Manitoba Seed Growers Association
- ◆ Manitoba Society of Health Care Volunteers
- ◆ Manitoba Trucking Association
- ◆ Medical Group Management Association of Canada
- ◆ Public Service Commission of Canada
- ◆ Purchasing Management Association of Canada
- ◆ The Canadian Broom, Brush, and Mop Manufacturers' Association
- ◆ The Canadian Payroll Association
- ◆ The Canadian Society of Club Managers
- ◆ The Institute of Association Executives
- ◆ The Institute of Internal Auditors
- ◆ The Public Service Commission of Canada
- ◆ The Toronto Dominion Bank
- ◆ The University of Manitoba
- ◆ The Young Presidents Association
- ◆ Transport Canada
- ◆ Venture Corporation of Brandon and District
- ◆ Victoria General Hospital
- ◆ Winnipeg Real Estate Board
- ◆ Winnipeg Sales & Marketing Executives

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