

Soft-Train



*At Soft-Train
Technology Works*

The Proven (and Legal) Way to Prevent Hiring Mistakes (2 Days) ST00118

COURSE GOAL: How to weed out poor job applicants effectively and legally.

PREREQUISITES: None

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Reduce screening time
- Identify under qualified or potentially problematic employees
- Get honest and accurate information from references, all while staying within legal boundaries and avoiding charges of discrimination
- Searching public records, including criminal, workers comp, driving, and other records
- Spotting criminals and other serious troublemakers
- The importance of the Fair Credit Reporting Act
- How avoid areas in background checking

KEY TOPICS:

I. Match the Foundation

- A. Assume the Proper Mind-Set
- B. Begin with the Mission
- C. The Purpose of the Mission Statement From a Hiring Perspective
- D. Thoughts on the Mission Statement Itself
- E. Ownership of Mission
- F. Assemble the Hiring Team
- G. Who Leads the Charge
- H. Clarifying the Corporate Culture
- I. Your Hiring Team and the Scorecard

II. Match the Process – Preparing the Recruiting Plan

- A. Create the Organizational Chart
- B. The Deeper Function of the Org Chart
- C. Compile a Job Overview
- D. The Required Skill
- E. Create the Competency Profile
- F. The Process
- G. Competency Profile
- H. Behavioral Interviewing
- I. Structure the Recruiting Plan
- J. Final Check Before Launch of Recruit
- K. Common Recruiting Methods
- L. Never Set Hiring Deadlines
- M. Thoughts on Recruiting Firms

**III. Match the Process –
Implementing the Recruiting Plan**

- A. Conduct the Phone Screen
- B. Developing and Using a Telephone Screening Form
- C. The Dos and Don'ts of Interviewing
- D. Tips on the Phone Screen
- E. Closing and Clarification
- F. Using Proper Equipment
- G. Thoughts on Recruiting Firms and the Screening Process
- H. Conduct the Face to Face Interview
- I. Overview of Face to Face Interviews
- J. The Interview Format and Your Hiring Team
- K. The Four Parts of the Interview Process
- L. Check Reference
- M. Prior to the Reference Call
- N. How to Get a Reference to Return Your Call Every Time
- O. The Value of References during the Interview Process
- P. Perform Background Checks

IV. Match the Process – Executing the Hire

- A. Make the Decision
- B. Responsibilities
- C. The Process
- D. Extend the Offer
- E. Knowing What to Offer
- F. Offer and Counter Offer
- G. You're Still Only 90 Percent There
- H. Receive Acceptance
- I. A Glimpse Into the Other Side
- J. What Can You Do
- K. Perform Onboarding
- L. The Process

- M. Effective Onboarding Program
- N. Onboarding's Increased Performance

V. Match the Process – Following Up

- A. Retain the Employee
- B. First Understand Your Own Framework
- C. The Retention Areas
- D. Mentoring
- E. Retention Strategies
- F. Test the Return on Investment
- G. Analyzing Increased Revenue/Efficiency
- H. Measuring ROI
- I. Make the Process Stick
- J. Making the Right Process Stick
- K. The Feedback Loop
- L. Foster a Culture of Effective Hiring
- M. The Mission Still Drives the Hire