

African Information Institute (PTY) Ltd

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"Where Knowledge and Professionals Meet"

P R E S E N T S

Behavioural Interviewing and Selection Skills

Improving Staff Loyalty, Staff Experience and Staff Satisfaction

26-27 FEBRUARY 2009

OAKLANDS INN, 236A OAK AVENUE, FERNDALE, RANDBURG

Why You Need To Attend:

The selection of personnel at Microsoft is such a central issue that Bill Gates makes himself available to both recruit and interview prospective candidates. Gates has stated: "Take our 20 best people away and Microsoft would become an unimportant company". Behavioural selection is the most proven and accurate behavioural-based interviewer training programme in the world. This course provides Recruitment Agencies and Human Resource Managers with the resources and skills they need to hire and keep top talent.

Your organisation will be able to interview effectively, identify the best candidates, and make a positive impression to sell the job and the organisation.

Your Company Will Save On:

- Money
- Training costs
- Re-hiring costs
- Potential Industrial Action
- Production losses
- Waste
- Absenteeism

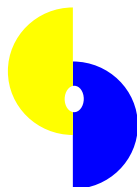
Who Should Attend This Training:

- Human Resource Directors / Specialists
- Recruiters
- Interviewers
- Employment Agencies
- Managers involved in recruitment
- Human Capital Managers
- Team Leaders / Supervisors

Decreased costs, quicker turn around times, increased cash flow, profitability and market share, are some of the benefits of the application of Operational Excellence.

Register Today!

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Ethics Institute of South Africa



Dear Executive,

In today's competitive job market, recruitment agencies are spending a great deal of time, resources and money to ensure that the screening, interviewing and selection processes deliver high-quality candidates that will produce desired results for the organisation. Research has shown that job performance, job satisfaction and retention increase significantly if an organisation hires the "right fit" for the organisation. Behavioural-based interviewing processes, which provides hiring employers with specific data that allows them to predict future behaviour on the job has proven to be highly successful. Employers want to collect information on the knowledge, motivations and behaviours needed to do a job successfully, and they will determine if you are the "right fit" based upon your previous experiences. In other words, what you have done in the past, is a predictor of what you will do in the future and how you will perform on the job.

MEET YOUR FACILITATOR: SUZETTE VAN ZYL

Suzette van Zyl graduated with a B .COM degree in Accounting, Business Economics and Economics in 1980. She did an Honours Degree, specializing in Advanced Strategic Marketing, Advertising and Sales Promotion, Consumer Behaviour, Retail Business Management, Advanced Strategic International Marketing and Research Methodology in 1993.

Suzette was a lecturer and HOD at Technikon Witwatersrand for 20 years and she has been a Corporate Trainer and Consultant since 2004 at a variety of Organisations, amongst them FNB, ABSA, and Pick n Pay. Her duties include Skills Development (Relationship Sales, Economics and Strategic Portfolio Management, Negotiation skills, Presentation Skills, Financial Systems, Markets and Instruments and Investment Advice. She has developed learner guides for FNB on-line assessments for the 2010 World Cup Employee Games.

Suzette has also facilitated and trained in the Management Development Programme (MDP) for Pick 'n Pay in the following areas: Marketing, Leadership, Retailing, Management (Problem Solving, Delegation, Diversity Management, Performance Management, Customer Service, Entrepreneurship, Communication and HIV/AIDS).

She is an assessor for the Bank Seta, Education and Training Seta (EDTP Seta).

She is also an external examiner and moderator for Lyceum College and for other Higher Education Institutions.

WHAT DELEGATES HAVE SAID ABOUT OUR COURSES

"It actually exceeded my expectations and has been a complete revelation."
Ayanda Ntsho, DENEL

"Attending the course helped me get ideas of how to convince Senior Management, why simplify reporting, improve accountability and move more towards real-time regular reporting and planning instead of once off planning."
Tobias Jnr Katjire , AIRPORTS COMPANY

"Open minded, fruitful."
Pieter van Wyk, LIMPOPO ECONOMIC DEVELOPMENT ENTERPRISE

"This course was excellent, it gave me some radical new thinking to an 'Old' current processes."
Lynda Demaine, SASOL

"I have gained so much knowledge, such that I am going to implement it on my workplace to achieve my goals"
Yvonne N. Chounyane,GAUTENG SHARED SERVICES CENTRE

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COURSE OUTLINE

MODULE ONE

SELECTING EMPLOYEES - ITS CHALLENGES AND OPPORTUNITIES

The first step in maintaining a productive organisation is employing top quality people. Good selection of employees result in many advantages for the manager and the organisation.

MODULE TWO

MAJOR COMPONENTS OF THE TARGETED BEHAVIOURAL INTERVIEWING AND SELECTION SKILLS PROGRAMME

Behavioural Interviewing and Selection is based on five (5) components that have been proven to produce accurate hiring and job placement decisions.

COMPONENT 1:

Use past behaviour to predict future behaviour.

COMPONENT 2:

Identify the critical job requirements for the position.

COMPONENT 3:

Organise selection elements into a comprehensive system.

COMPONENT 4:

Apply effective interviewing skills and techniques.

COMPONENT 5:

Involve several interviewers in organised "data exchange" discussions.

MODULE THREE

PREDICTING PAST BEHAVIOUR: THE STAR COMPONENT

Every behavioural example should contain information that lets the interviewer know "why" an action took place. "Why" can be answered by finding out the nature of the situation tasks circumstances surrounding the applicants specific action.

MODULE FOUR

THE KEY TO USING BEHAVIOURAL EXAMPLES

The primary responsibility of a behavioural interviewer is to collect behavioural examples from an applicants past experience. However, the interviewer should not be interested in all the past behavioural information, but only in what is relevant to the position the applicant is seeking. A really effective interviewer will ask only questions that encourages the applicant to discuss job-related topics and will direct the applicant back to job-related areas when the conversation strays to irrelevant topics.

MODULE FIVE

MODULE FIVE ORGANISATION OF SELECTION ELEMENTS INTO A SYSTEM: STEPS AND STRUCTURES

Hiring decisions are based on the evaluation of applicant information accumulated from a variety of sources. Organisations need a uniformly applied, step-by-step procedure for collecting applicant information and making hiring decisions. Using a selection system has many practical advantages for interviewers and their organisations. It provides a more efficient method of collecting the necessary applicant information. At the same time it ensures fair hiring/rejection decisions for all applicants.

MODULE SIX

SEEKING BEHAVIOUR IN THE INTERVIEW

An interview is only as good as the questions asked. Questions are called Planned Behavioural Questions. These questions are effective because they allow the interviewer to compile a complete picture of an applicants behaviour along the entire list of targeted dimensions

MODULE SEVEN

THE SELECTION INTERVIEW GUIDE

The Guide contains all the information and questions needed to conduct a fair and accurate interview. The Interview Guide provides: Guides for preparing and opening the interview; Questions which will help the interviewer to collect complete information on an

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applicant's past jobs and experiences; Guides for closing the interview and rating the applicant.

MODULE EIGHT

FOLLOWING UP BEHAVIOUR

In most interviews the skilled use of follow up questions are the difference between collecting specific behavioural information in sufficient detail and conducting an ineffective interview.

MODULE NINE

LEGAL CONSIDERATIONS

Organisations need to know, understand and apply laws dealing with fair employment practices, discrimination, affirmative action and equal employment opportunities.

MODULE TEN

NOTE TAKING: RECORDING INTERVIEW RESPONSES

The interviewer must take notes during and immediately following the interview to be effective in making the final decision. Complete interview notes help the interviewer recall information reported by the applicant during the interview and help establish the organisation's record of fair employment practices. Good notes are invaluable in answering the question, "Why was that decision made?"

MODULE ELEVEN

SKILL PRACTICE: REVIEW OF INTERVIEW SKILL DEVELOPMENT

Skills practice interviews are observed by workshop participants. Observers are responsible for recording an interviewer's use of the five (5) Key Interviewing Principles. After the interview, workshop participants conduct a "skill practice feedback session" in which observers review with the interviewer the observations they made during the skill practice. They describe areas of effective behaviour and areas that need improvement.

MODULE TWELVE

EVALUATING BEHAVIOUR AND RATING DIMENSIONS

Once all applicant information has been obtained, the interviewer attends to the task of evaluating this information and arriving at an overall evaluation of the

applicant. This is accomplished by organising and evaluating behavioural examples according to the list of target dimensions and then assigning a numerical rating to each dimension.

MODULE THIRTEEN

DATA INTEGRATION / DECISION MAKING

During Data Integration, interviewers share all available behavioural example information for each target dimension. Covering one dimension at a time, interviewers discuss behaviour within a given dimension and develop a consensus rating for that dimension. After this process is carried out for every target dimension, the interviewers consider the applicant's profile of strengths and weaknesses across all the target dimensions and make the final hiring decision.

MODULE FOURTEEN

MAINTAINING APPLICANTS SELF-ESTEEM

Self-esteem is important to every human being. A poorly conducted interview can damage self-esteem. It is very easy for applicants to get the impression that their qualifications or experience do not measure up to the standards of the organisation. Applicants may also feel they are not liked or appreciated, or are being made to look foolish, inadequate or unprepared. A good interviewer has the skill to maintain an applicant's self-esteem.

MODULE FIFTEEN

CONTROLLING THE PACE OF THE INTERVIEW

Despite differences in applicant's personalities and speaking abilities, the interviewer is responsible for obtaining the same amount of information from each applicant in roughly the same amount of time. It is important that the interviewer control the pace of the interview. This pacing can be achieved by speeding up the discussion to collect less detail or avoid being sidetracked or slowed down applicant's responses to collect more detailed information.

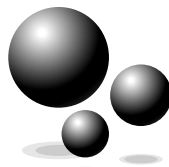
ABOUT THE VENUE

Nestled in the heart of Randburg, Hotel Apollo, provides delegates with ample parking in a secure environment, and five-star facilities.

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26-27 February 2009

OAKLANDS INN, 236A OAK AVENUE, FERNDALE, RANDBURG

REGISTRATION FORM

To Secure Your Booking Please Fax Completed Registration Form to Evelyn Ketebe on +27 (0)11 781 1144 / T: +27 (0) 11 781 1155 / C: 072 723 2852

TO SECURE YOUR PLACE AT THIS COURSE - PLEASE COMPLETE THE FOLLOWING					
Company Name			VAT #		
Postal Address					
Telephone #			Fax #		
E-Mail Address			Purchase Order Number		
Where did you hear about this event? Email <input type="checkbox"/> Post <input type="checkbox"/> Internet <input type="checkbox"/> Magazine <input type="checkbox"/> Other _____					
	Title	Delegate Name	Designation	E-Mail	Cell #
1					
<input type="checkbox"/> Yes, please update me with relevant information					
2					
<input type="checkbox"/> Yes, please update me with relevant information					
3					
<input type="checkbox"/> Yes, please update me with relevant information					
4					
<input type="checkbox"/> Yes, please update me with relevant information					

Easy Payment Methods: Cheque, Direct Deposit or Credit Card

African Information Institute, First National Bank, Randburg Commercial Suite, Branch Code: 254005, Cheque Account # 62149914683

IN ORDER TO SECURE YOUR REGISTRATION, PAYMENT IS DUE IN FULL UPON RECEIPT OF INVOICE

Confirmation - Your registration will only be confirmed until such time as payment is received and may be subject to cancellation

Right of Admission - African Information Institute reserves the right to refuse admission to the training course where evidence of full payment cannot be shown

Delegate Substitutions - Delegate substitutions are welcomed at any time and do not incur any additional charges. Please notify us in writing of any such changes.

Credit Card Details	
PLEASE CHARGE: <input type="checkbox"/> AMERICAN EXPRESS <input type="checkbox"/> BANK CARD <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DINERS CLUB	
CREDIT CARD NUMBER:	<input type="text"/>
CCV CODE:	EXPIRY DATE:
NAME OF CARD HOLDER: (PLEASE PRINT) _____	
SIGNATURE OF CARD HOLDER: _____	

3 Easy Ways To Register Fax your registration form to +27 (0)11 781 1144 Online www.aii.co.za PO Box 1699 Ferndale, Randburg, 2194	Please Contact Us For More Information Phone +27 (0)11 781 1155 Email evelyn@aii.co.za
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Authorisation

The signatory must be authorised to sign on behalf of the company. I acknowledge that I have read and understood all of the Payment Methods, Policies and Terms and Conditions. African Information Institute (Pty) LTD, Registration No: 2007/020197/07, VAT No: 4750239396

Application for registration & acceptance of terms & conditions	
I acknowledge that I have read and understood all of the Payment Methods, Policies and Terms and Conditions (including Payment Terms) and hereby apply for registration on behalf of myself (if a single delegate) or on behalf of the undermentioned organisation which I am duly authorised to represent	
Name:	_____
Name of Organisation:	_____
Job Title:	_____
Email:	_____
Date:	_____
Signature:	_____
<i>(where organisation sends delegate(s) and is responsible for payment of conference/course fee)</i>	

Terms and Conditions

Delegate Cancellations - All delegate cancellations must be received in writing and are subject to the following conditions:

- for any cancellations received 20 working days before the start of a training course, African Information Institute will issue 100% credit for the value paid to be used for up to one year from the date of issue for any future AFRICAN INFORMATION INSTITUTE training course
- for any cancellations received less than 20 working days before the date of the training course, the full fee will be payable and no refunds or credit notes will be given
- if a registered delegate does not cancel and fails to attend the training course, this will be treated as a cancellation and no refund or credit note will be issued
- Delegate substitutions are welcome - Please notify us 5 days before the event

African Information Institute Cancellation and Postponement Policy

In the event that African Information Institute cancels an event, delegate payments will be refunded. In the event that African Information Institute postpones an event, delegate payments at the postponement date will be credited towards the rescheduled date. If the delegate is unable to attend the rescheduled event, the delegate will receive a 100% credit representing payments made towards a future event. This credit will be available for up to one (1) year from the date of issuance. No refunds will be available for postponements. African Information Institute is not responsible for any loss or damage as a result of a substitution, alteration or postponement of an event. African Information Institute shall assume no liability whatsoever in the event this training course is rescheduled or postponed due to fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this training course impracticable or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather or other emergency.

Delegate Rates		
	Pricing	Please note
Two Day Training	R5,499.00 PLUS VAT	The fee for attending this training course includes lunch, refreshments and detailed training course material