

An intelligent blend of
e-learning and a
1-day workshop

HirePower

Behavior-Based
Interviewing Skills Training

Training that keeps on training ... after the workshop ends

This latest version of HirePower consists of a 20 to 30 minute self-paced online module and a one-day workshop. In the self-paced module, participants prepare for an actual interview—any interview they want. They end up with a complete and totally customized interview guide containing all the questions they need to ask in the interview. Then, in the follow-up workshop, they learn how to ask their questions effectively, collect and record measurable information, keep the interview on track and stay within all legal boundaries.

OBJECTIVES OF THE TRAINING

The training is designed to ensure that participants can:

- Develop *job-specific* questions that are *directly linked* to critical tasks of a job
- Develop job specific behavior-based questions
- Ask behavior-based questions and appropriate follow-up questions in interviews
- Collect and record measurable evidence of competence during interviews
- “Sell” your organization during interviews
- Make objective and accurate hiring decisions
- Keep within the letter and spirit of all regulations and laws pertaining to interviews

FEATURES OF HirePower

Identify the most critical issues to discuss in any interview

The screenshot shows a 'Position Profile' for an 'HR Consultant' in the 'Canadian Region'. It includes an 'Overview' section with fields for 'Reports directly to' (HR) and 'Reports indirectly to' (HR). A table lists 'KEY ACTIVITIES' with columns for 'Task', 'Time', 'Critical', and 'Overall'. Below that is an 'EDUCATION & EXPERIENCE' section with fields for 'Degree & Certification' and 'Experience with employee relations issues'.

KEY ACTIVITIES	Time	Critical	Overall
Provide consulting services to employee relations issues	25%	7	10
Coordinate annual compensation review process	25%	8	10
Coordinate annual leadership review process	15%	8	10
Provide support to managers on organizational issues	20%	10	10
All Other	15%		
TOTAL	100%		

In the online training, participants complete a job profile—which can typically be completed in 20 minutes or less. They learn how to objectively and accurately define the

critical tasks of a job and rank the importance of each task. Next, participants learn how to precisely define the critical experience, knowledge, competencies, and technical skills that each task requires. It is that information they then use to identify the most important questions to ask in their interviews.

HirePower automatically generates totally customized interview guides

The HirePower Wizard uses the information from the job profile to automatically create a complete interview guide. The guide contains all the questions to ask in the interview—from the opening question to the closing comments. It identifies all the pertinent questions to ask relating to experience, all the competency questions, all the technical skill questions, and even includes questions designed to gauge interest and motivation. Every question is custom crafted by the Wizard and directly addresses critical aspects of the job. No question is generic, or pre-determined.

ECHO™ Question Technique

Our unique ECHO™ questioning technique makes it easy to get truly meaningful and measurable responses to all your behavior-based questions. With the ECHO approach, you always know where to lead the discussion and what the next question should be.

Behavior-based questions that are stated in clear everyday language

Whether using our proprietary list of competencies and behaviors, or incorporating your organization's competencies into HirePower, the Wizard always supplies questions that are stated in simple job-specific terms. And every competency question comes with a selection of three alternative ways of phrasing the question.

The interviewer selects the phraseology that sounds best to him. You'll never end up with questions that appear forced or manufactured. Consequently, interviewers always ask straightforward questions that are relevant to the job and easy for both the interviewer and the candidate to understand.



Ongoing access to all interview guides and job profiles

All HirePower participants can have unlimited access to the online Wizard—for a nominal annual fee. With the Wizard's help, they'll always be able to quickly prepare for any interview—

whether they are starting a new interview guide from scratch or simply selecting one that has already been prepared..

An intelligent blend of on-line training and classroom learning

Tools and techniques learned on-line will equip interviewers with all the important questions to ask. But just asking the

important questions does not guarantee that you'll collect the right type of information or that the interview will flow smoothly and professionally. In the one-day classroom session, you'll learn techniques and gain hands-on experience asking effective questions, probing for important

details, collecting and recording *measurable* information, dealing with difficult candidates and working within the—sometimes surprising—limitations of the law.

Competency	Behavioral Description
Politically Sensitive	<input checked="" type="checkbox"/> Anticipates underlying needs of audiences
	<input type="checkbox"/> Assembles powerful allies
	<input type="checkbox"/> Lobbies key influencers inside and outside the organization
	<input type="checkbox"/> Adapts behaviors to meet organization's culture

BENEFITS OF HirePower

Objective hiring decisions

You'll learn to collect concrete factual information that allows you to objectively assess each candidate's abilities and fit for a position thereby minimizing the chance that bias and subjectivity may unduly influence your decision.

Legal defensibility

You'll also be able to defend your hiring decisions in a court of law by showing how the skills and competencies you assessed in interviews are attached to key activities of the job.

Also, since questions are prepared ahead of time and every candidate is asked the same questions, you'll be able to show that everyone was evaluated on the same basis.



Job descriptions and interview guides that never become outdated

Every time a new position opens, or an existing position changes, critical activities, knowledge, skills and competencies can change. With HirePower, you're never stuck with outdated information that is expensive to update. Whenever an interview guide or position profile is updated, the new version is automatically stored in the data base.

Applies to all hiring situations

Since the fundamental concept behind HirePower is the fact that to be effective, interviewers must focus on job-specific issues, all the concepts and techniques taught in the course are 100% appropriate for every type and level of job... from the most junior position, right up to and including, the CEO.

COURSE MATERIALS

Participant workbooks

Detailed workbooks provide specific "how to" steps for every concept in the workshop and illustrate each step with simple examples.

Online access to our server

Participants have secure access to the server in order to complete the *Position Profiler* and generate their customized questions and interview guides.

Additional self paced modules

Learn-at-your-own-pace modules provide specific step by step "how to" techniques for many hiring-related issues. Any of the modules could be included in the workshop.

The additional modules include:

- Sorting through resumés
- Advertising a job opening
- Conducting reference checks
- Making an offer of employment

COMMTEC
COMMTEC COMMUNICATIONS GROUP

Web: www.commteccommunications.com Phone: 416 781-0358 Email: info@commteccommunications.com

Commtec Communications Group, Inc.
263 Melrose Ave. Toronto, Ontario, Canada M5M 1Z2