



A 2-day intensive course on

Recruiting For Results Thru' Effective Interviewing Skills

2 - 3 June 2008 ■ JW Marriott Hotel, Kuala Lumpur

Equipping participants with Communication Style Survey (CSS) and the INTERVIEWING CHECKLIST, a set of practical tools and a coherent framework within which candidates can be screened for outstanding performance

COURSE HIGHLIGHTS:

- An Introduction To Recruiting
- A Behavioural Approach
- Pinning Down What Is Needed
- Identifying The Ingredients For Success
- Studying The CV
- What To Look For In A CV
- Planning The Interview
- Examining The Five Interview Areas
- Examining Strengths And Weaknesses
- Effective Listening
- Communicating Styles Survey (CSS)



PRACTICAL SESSION ON COMMUNICATION STYLES SURVEY (CSS)

- Participants Will:
 - Discover Your Personal Communication Styles with CSS
 - Overcome Shortcomings & Barriers with CSS

PRACTICAL SESSION USING THE INTERVIEW CHECKLIST

- Participants Will Be:
 - Given A Mock Session Using The Checklist
 - Will Be Evaluated On The Performance
 - Guided And Corrected Where Necessary

Participants Are Required To Bring A Sample Of Job Description And Job Specification From Your Organisation

OBJECTIVE

Managers are given the task to hire for performance to achieve organizational results, but yet hiring people is something that a lot of them don't really enjoy and most of them haven't really been trained to do so. Again, managers do the best they can with the little knowledge and guidance, putting a lot of time into interviewing candidates and making final hiring decisions, but rarely coming out of the whole process feeling confident that they have hired an outstanding performer.

RECRUITING FOR RESULTS THRU' EFFECTIVE INTERVIEWING SKILLS is a course designed with a very specific goal – to hire people who will come on board and move into the new job to deliver outstanding performance. The whole hiring process is made more systematic and logical with a clear strategy for the interview.

The exciting part in this course is when the participants are taught to use a set of practical tools and a coherent framework within which candidates can be screened for outstanding performance. The COMMUNICATION STYLE SURVEY (CSS) and the workshop on "USING AN INTERVIEWING CHECKLIST" would attend to the immediate needs of the manager and the organization.

WHO SHOULD ATTEND

- Managers • HR Manager
- Line Managers • Heads of Department
- All involved in recruiting and interviewing candidates from all industries

Program topics, speakers and schedules published herein are confirmed as at printing time. Please refer to the event's timetable page at www.cmtevents.com for the most up-to-date information.

Day 1 - Thursday, 29th May 2008

- 9.00 **MODULE 1**
AN INTRODUCTION TO RECRUITING
- The employment application form
 - Job specification and job description
 - Before, during and after the interview
 - Common interviewing problems

10:30 Morning Coffee

- 10.45 **MODULE 2**
A BEHAVIOURAL APPROACH
- Spotting personality patterns
 - Making three basic assumptions
 - The concept of personality
 - Predicting the future
 - Strategy versus techniques

MODULE 3 **PINNING DOWN WHAT IS NEEDED**

- Targeted interviewing
- Starting with the job description
- Focusing on behaviour
- Looking at what people actually do
- Let's not oversimplify things
- Assuming they are hired

1.00 Lunch & Zohor

2:00 **MODULE 4** **IDENTIFYING THE INGREDIENTS FOR SUCCESS**

- The winning candidates profile
- Our challenge in the interview
- The starting point
- Day-to-day execution
- Dealing with people
- The inner person
- Additional characteristics

3:30 Afternoon Tea

3:45 **MODULE 5** **STUDYING THE CV**

- Identifying the general background
- Assessing the candidate's work experience
- Studying the educational background
- Identifying the career progress
- Spotting portable assets

- 4:30 **MODULE 6**
WHAT TO LOOK FOR IN A CV
- Indications of attitude and initiative
 - The covering letter
 - Sorting the candidates out
 - Looking for career stability

- MODULE 7**
PLANNING THE INTERVIEW
- Preparing the interview
 - Ensuring your purpose is clear
 - Reviewing the available information
 - Planning the coverage
 - The need to plan
 - The plan itself

5:00 End of Day 1

Day 2 - Friday, 30th May 2008

- 9:00 **MODULE 8**
EXAMINING THE FIVE INTERVIEW AREAS
- Education
 - Work history
 - Career goals and aspirations
 - This specific opportunity
 - Personal life and hobbies

10:30 Morning Coffee

- 10:45 **MODULE 9**
EXAMINING STRENGTHS AND WEAKNESSES
- Starting with strengths
 - Moving on to weaknesses
 - A useful one-two combination
 - Self-development
 - Using a questionnaire

- 12:00 **MODULE 10**
EFFECTIVE LISTENING
- Listening to what is being said
 - The reflective responses
 - Feeling the facts
 - Dealing with silence
 - Maintaining a positive attitude

1:00 Lunch & Zohor

- 2:00 **MODULE 11**
COMMUNICATING STYLES SURVEY (CSS)
- Finding your CSS styles
 - Understanding the behaviours associated to the CSS styles
 - Interpreting the CSS styles
 - Characteristics of the four CSS styles
 - Develop strategies for adjusting to the different CSS styles

3:30 Afternoon Tea

- 3:45 **MAINTENANCE REPAIR**
- Welded Repairs
 - Hot Tapping
 - Temporary Repairs
 - Permanent Repairs
 - Specialized Repairs

- 4:30 **MODULE 12**
PRACTICAL SESSION USING THE INTERVIEW CHECKLIST
- Participants will be:
 - Given a mock session using the checklist
 - Will be evaluated on the performance
 - Guided and corrected where necessary

Participants are required to bring a sample of job description and job specification from the various organization

5:00 End Of Course

AFTER ATTENDING THIS COURSE, YOU WILL RETURN TO YOUR JOB...

- ***Hiring Outstanding Performers To Come Aboard Your Organisation.***
- ***Understanding The Increasingly Important Role Of Interviews Within An Organisation.***
- ***Understanding Future Workforce For Career Stay Ability.***
- ***Gaining The Skills Necessary To Conduct Interviews Effectively.***
- ***Being Aware Of The Strengths And Weaknesses Of Interviews As A Selection Process.***
- ***Using Basic Procedures Before And After An Interview.***
- ***Discovering Your Personal Communication Styles With Communication Style Survey.***
- ***Assessing And Spotting Personality Patterns.***
- ***Overcoming Shortcomings And Barriers With Communication Style Survey.***
- ***Applying The "Assessment Tools" During An Interview.***

REGISTRATION

Recruiting For Results Thru' Effective Interviewing Skills

Name	
Position	
Email	
Name	
Position	
Email	
Tel	Fax

Company	
Address	
City/Postcode	Country
Approving Manager's Name	
Position	
E-mail	

Fees: The full Registration Fee includes cost of all sessions, luncheon, coffee/tea & documentation.

	1 Person	Group fee for 3 or more* (from the same company)
Regular Fee	RM1,795	RM1,595 (MIN SAVINGS OF RM600)

* Terms and conditions apply.

Cancellations, Refunds & Transfers: A full refund will be promptly made for all written cancellations 3 weeks before the meeting. Thereafter, cancellations are not refundable. A substitute may be made at any time.

Cheques : Crossed & payable to
"Centre for Management Technology Sdn Bhd"

Photocopy Registration Form to Preserve Brochure Copy. May 2008

TELEGRAPHIC TRANSFER

Account Name: **Centre for Management Technology Sdn Bhd**
 A/C No: **3 - 0903390 - 12**
 Bank: Public Bank Berhad
 Branch: Grd Floor, Menara Public Bank Jalan Ampang
 Swift Code: PBBEMYKL
TT must include additional RM10 for Beneficiary's Bank charges. Delegates must bear all bank charges and local taxes (if applicable). Fees must be NETT of ALL charges.

CMT into our 25th year is a global conference organizer HQ in Singapore. CMT's dedicated team works closely with market leaders to analyze the latest industry trends and provide information supporting your decision making. Our annual 60 events encircle the globe from Asia Pacific to the Middle East to New Europe/Russia and Latin America.

080546 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

TO REGISTER

Online: www.cmtevents.com
 Email: adminkl@cmtsp.com.sg
 Fax: (603) 2162 6393
 Tel: (603) 2162 7322
 Post to: Lot 7.03, 7th Floor, North Block, The Ampwalk,
 218 Jalan Ampang, 50450 Kuala Lumpur

CERTIFICATE OF COMPLETION

A Certificate of Completion will be awarded upon successful completion of each course. This serves as evidence of your personal and professional commitment to you career.

COURSE TIMING

Registration: 8.30 am, Course Begins: 9.00 am,
 Morning Coffee: 10.30 am, Lunch: 1.00 pm to 2.00 pm,
 Tea Break: 3:30 pm, Course Ends: 5.00 pm

Register online ~ www.cmtevents.com

LEARN FROM THE BEST

RITA KRISHNAN has been involved in the arena of Training and Consultancy for the past 10 years and 17 years in counselling and behaviour modification. Over the years, the trainer has accumulated vast, hands-on working experiences in various fields and industries, which had actually contributed greatly to making the training sessions very practical, and performance orientated.

The trainer, who holds a B.A. in Psychology and M.A in Educational Psychology from Australia, assumed the responsibility of a General Manager for Training and Educational Development and has earned an excellent reputation for her work in a variety of endeavours related to human or capital development. Along with that she is also a qualified trainer who has completed the Trainer's Certification from Australian National Training Authority (ANTA), Australia.

Rita is also one of the selected trainers to conduct the Train-The-Trainer for PSMB for the certification program organized PSMB. The Train-The-Trainer program, which is aimed at equipping the current trainers in Malaysia and other countries certified by PSMB as continuous professional development, is

an important measure for developing trainers for the trainer's certification.

Her others areas of expertise also include the designing and developing training programs for organizations specially tailored meeting organizational needs and goals added with specific assessment models.

Rita's experience includes conducting executive competency profiling and training and she has trained for the Asian Leadership Programme for leaders from Cambodia, Laos, Vietnam and Myanmar comprising Director General and Assistant Director General.

The programs conducted by Rita in the arena of training are Recruiting For Results Thru' Effective Interviewing Skills, Designing A Training Program, Train-the Trainer and Designing and Evaluating Training, Coaching and Mentoring for Trainers. The exposure and experiences of Rita enhances the quality and delivery of every training conducted making each one of them unique.