

British Columbia Chamber Executives 2004 AGM
Recruiting & Retaining the Best

Presented by:

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Hubert & Associates Inc.

HR & Training Specialist offering a variety of creative management and training solutions.

Agenda

- Preparation for Hiring
- Structuring the Interview
- Interview Tips
- Break: 10:00 am – 10:15 am
- Tips on Questioning
- Checking References
- Making Your Selection
- Starting Employees
- Tips on Performance Evaluations

Self Assessment

How do you feel about your interviewing skills and the results of your hiring decisions?

Group Activity

Purpose: Examine challenges in the selection process.

Discuss challenges, problems or concerns you have encountered in the selection process.

Preparation for Hiring

- What is the need?
- Is it long or short term?
- Efficiently utilizing staff?

Assessment

- Describe the responsibilities and tasks of the job
- Prepare a job description
- Outline the qualifications
 - Experience
 - Attitude
 - Characteristics
 - Capabilities
- Complete a worksheet outlining musts and wants

Job Descriptions

- What is the purpose of the job?
- What are the duties?
- How is the position supervised?
- What communication, numerical or mechanical aptitudes required?
- What are the physical requirements?
(Bonafide Occupational Requirements)

Canadian Human Rights Act

- Race, ethnic origin, religion, age, sex
- Marital & family status, disability
- or
- Any other prohibited ground of discrimination

Employment Equity Act

Section 8 of the Act States:

Individual Activity

Preparation

- Prepare and place a classified ad
- Screen applicants and make a short list by matching the resume with selected criteria
- Arrange testing for interviews
- Know your legal responsibilities
- Create an effective interview format
- Develop a list of questions to ask each candidate

Resume Screening Tips

- Do not assume Gender
- Objective
- Gaps
- Frequent job changes
- Education/Credentials
- Questions

Interview Structure

- Opening
- Employment Review
- Education Review
- Close
- Post-Interview

Interviews

- Conduct a professional and complete interview without interruptions
- Arrange to have call and visitors handled
- Take notes during the interview
- Give each candidate information about the company at the end of the interview

Potential Pitfalls

- Interviewer talks too much
- Interviewer fails to direct
- Interviewer uncomfortable
- Personal biases
- Non-verbal cues are negative

Company Climate - Fit

- Conformity
- Responsibility/Empowerment
- Standards
- Rewards
- Clarity
- Team Spirit

Types of Questions

- **Open-Ended**
- **Behavioural (STAR)**
- **Close Ended**
- **Leading Questions**

Tips on Questions

Situation

Task

Action

Result

Situation or Task

Evaluation

- Assess all the candidates' strengths and weaknesses before you decide
- Match each candidate's credentials to the job requirements
- Complete a comparison chart
- Select the best candidate

Resources

- Canadian Human Rights Act, regarding non discriminatory ads and interview questions obtain further information from www.chrc-ccdp.ca
- Vacation benefits, WCB, EI, CPP and income tax deductions and submissions obtain further information from <http://www.ccradrc.gc.ca/menu-e.html>,
- Employment Standards obtain further information from <http://www.labour.gov.bc.ca/esb>

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