GRASSROOTS RECRUITMENT TIPS

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WORK SKILLS TRAINING
Your staff are your biggest asset, and they’re also (generally speaking) your biggest cost.

On average, the cost of hiring new staff range from 1.5x to 3x their annual salary – with that kind of money on the line few businesses can afford to make mistakes when hiring.

Over the next few pages, we’ll look at our top tips when recruiting staff.
GRASSROOTS TIP #1

Having a plan beats the last minute approach hands down.

Before you advertise a job, make sure you’ve already organised:

- The content of the advert(s) (if you’re listing it with Seek/TradeMe/Student Job Search).
- A basic job description with the duties and responsibilities of the role.
- A timeline of when applications need to be reviewed and interview scheduled.
GRASSROOTS TIP #2

If you’ve already got a lot on your plate, talk to a recruitment company.

Given the financial and time costs associated with recruitment, it’s not a decision to be taken lightly.

Here in Palmerston North, we have a number of excellent recruitment companies. Tell them what you are looking for, and they will take a lot of the stress and hassle out of the recruitment process.
Every interviewee should be asked the same questions

This will let you compare apples with apples. This doesn’t mean you can’t ask extra questions if they come up naturally (in fact you definitely should!), but at the end of the interview, every question you have should be answered.

We have a standardised set of interview questions (you’ll see many of them later on) which we ask every trainee when conducting an interview.
GRASSROOTS TIP #4

Interview with two

Every one of our trainees is interviewed by two of our team prior to starting their course. We alternate the questions between interviewers so one will ask the question while the other notes the responses.

You’d be amazed what a second pair of eyes can pick up and you’ve got another person to bounce thoughts and ideas off.
GRASSROOTS TIP #5

Add behavioural interview questions into the mix

Behavioural questions dig a bit deeper than the standard interview questions; they ask for specific examples of situations and their outcomes. The answers to these questions can give you an insight into how your interviewee solves problems and works with other people.

Behavioural questions usually start with one of the following phrases:
• Tell me about a time when you...
• Give me an example when you were faced with a problem related to...
• Describe how you approached a situation where...
BEHAVIOURAL INTERVIEW QUESTIONS

• “Tell me about a time you delivered excellent customer service”
• “Tell me about a situation where you had to deal with an angry or upset person”
• “Describe a situation in which you were able to persuade someone to see things your way”
• Give me an example of a time when you used research skills to solve a problem”
• “Tell me about the last time you had to identify the best course of action to take. What did you do and why?”
• “Give an example of a time you failed and what you did about it.”
ABOUT WORKSKILLS TRAINING

WorkSkills Training is a company that specialises in training for the workplace.

Drawing from the resources of the other businesses within the CNE Management Group, we are able to provide training that is based on the real workplace environment.

Our courses are designed around tangible and measurable outcomes that will benefit our trainees and their future employers.

To find out more about us, visit our website: www.workskills.co.nz