

HR Management Services

Selection Training for Performance & Retention

Staff turnover comes at a cost that many businesses fail to recognize and manage effectively.

Surveys by top-end recruitment and consultancy firms will assert that the cost of staff turnover ranges anywhere from 50% to 150% of an individual's annual salary. While these surveys are at times self-serving they are none the less disturbing statistic about controllable costs to business.

Here are just a few of costs that are associated with staff turnover:

- ▶ Advertising,
- ▶ Agency fees,
- ▶ Time taken to review applications, manage responses and conduct interviews,
- ▶ Lost productivity and where applicable sales,
- ▶ Induction and training costs,
- ▶ Manager and supervisor time taken to integrate the new starter,
- ▶ Administration costs, and
- ▶ The cost of lost knowledge and skills



Employee Selection is an Essential Business Skill

All this makes for compelling reasons why making recruitment decisions for performance and retention are critical business skills.

That is why HR Management Services decided to develop a training program that addressed this critical skill. Having been involved in behavioural interview training delivery by other training organisations, we recognised where the deficiencies lied so we incorporated much more than just behavioural interviewing techniques in the **Selection Training for Performance & Retention**.

Most behavioural interview training will provide the skills to "artfully" pose questions, elicit answers within a preconceived structure so that you can "score" responses. If you have ever experienced this type of interview you will understand how contrived the experience is!

Years of experience with interviewing, engaging and enabling employees has taught us that the interview process is so much more than a question and answer interrogation.

Reading People Between the Lines

Behavioural interviewing alone will not uncover whether a job applicant is being truthful about their ability. Job applicants these days are being coached and groomed on how to succeed the behavioural interview.

When you are able to connect with your job applicant in a relaxing "conversational" style setting you are more likely to see the authentic person behind the mask.

Contact HR Management Services for More Information

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Having skills that increase the predictability of employee performance while improving retention rates are the skills that form the key objectives of this training.

HR Management Services **Selection Training for Performance & Retention** will show you how to:

- ▶ Immediately engage with every applicant,
- ▶ Ask the right questions to uncover more than just the rehearsed answers,
- ▶ Read between the lines for the dishonest answers,
- ▶ Evaluate whether the job applicant will fit in with you, your team and your business,
- ▶ Assess your future working relationship with the applicant,
- ▶ Predict future performance,
- ▶ Set the foundations for the retention of the *right* applicant.

Selection Training Learning objectives

- Recognize the costs of poor hiring decisions;
- Be compliant with discrimination requirements;
- Learn effective and consistent ways to evaluate candidates;
- Be able to create revealing interview questions;
- Develop effective interviewing techniques;
- Learn techniques for questioning referees



If the cost of staff turnover isn't enough of a drain on business, poor hiring decisions can have even greater consequences. Such as:

- ✓ ***The negative impact on morale for other workers***
- ✓ ***Pressure and stress on others associated with picking up the overflow***
- ✓ ***Drop in individual and team productivity***
- ✓ ***Unhappy customers and lost business opportunities***
- ✓ ***Time taken to mop up the mess left behind***
- ✓ ***Cost of readvertising and repeating the selection process***
- ✓ ***Your valuable time that could be spend on other priorities***

Call us now for a no-obligation discussion about how Selection Training for Performance & Retention can improve your hiring decisions.

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