

Course Outline

Hire to retire

Introduction:

- What is this course about?
- What you will learn in this course

Interview skills

- Benefits and advantages

Recruitment

- Developing recruiting objectives
- Profiling
- Defining career paths
- Importance of adequate compensation and benefits

Development

- Training employees
- Mentoring employees
- Supervising employees

Recruiting and retaining young Saudis

- The recruitment procedure
- Providing up-to-date technology
- Mentoring Saudis
- Providing feedback and recognition
- Challenging Tasks

Communicating with the new generation

- The differences in how the old and new generation communicate
- Ways to improve communication between generations

Recruiting and retaining Expat manpower

- Ways to advertise
- Ways to select
- Ways to verify their competencies
- BI

Case Study: CVs and Job profiles

- Screening CVs
- Conducting interviews
- Taking Action

Interview skills

Managers, Supervisors or HR personnel who are responsible for recruiting staff and anyone involved in the hiring process who wants to improve their interviewing skills will benefit from this interview training.

Benefits of Interviewing Skills for HR and Recruiters

- Improve the quality of your selection interviews with competency based assessment techniques

- Enhance your company's reputation in the employment market
- Increase your ability to take effective notes
- Develop your listening and questioning skills
- Learn how to classify and evaluate the evidence
- More accurately predict successful job candidates based on employment record, skills and experience

Interview procedure

1. Setting the right climate for interviews
2. Prescreening CVs
3. Planning the interview
4. Welcoming and greeting candidate
5. Questioning techniques
6. The art of listening
7. Observing, recording, classifying and evaluating

Recruitment

At the end of this course participants will be able to know how to recruit the correct person for the job and keep them happy enough to make them want to stay!

Specific learning objectives include:

- Understanding the recruitment process
- Knowing how to put employees on a clear career path

- Understanding the importance of properly compensating employees
- The Importance of training
- How mentoring employees will get them up to speed on the job
- The importance of proper supervision

Recruitment

The first part of the day will be spent discussing job profiling, CV screening and the hiring process.

Career Path

The next section we will discuss employees in their present position and the importance of career paths

Compensation

In this section we talk, not only about the importance of money but also medical benefits and helping with higher education in keeping employees happy.

Training

Here we talk about training assessments and IDPs

Mentoring

The role of the supervisor in coaching and training employees is discussed at this point. We will also cover development assignments, workshops and mentorsip one-on-one training.

Supervision

We finish the course with managing without fear, the importance of being fair and rewarding employees for a job well done.

Recruit and Retain Young Saudi Employees

To recruit and retain young employees and promote our Company as an “employer of choice,” we need to do the following:

- Job Profile from SMEs in the field
- Recruiting Process
- Career Path
- Benefits and Compensation
- Probation Period
- **Mentoring**
- Challenging/Value driven tasks
- Monitoring and Feedback

Graduates of the present technology era need to be continually **challenged** during their Professional Development Program (PDP) learning basic to advance skills. Assign young graduates to **value-driven tasks** and do not continually burden them with repetitive tasks/assignments that seem boring and give them no satisfaction. Young people not only like to be given **responsibilities** but also want to believe they are wanted and have a bright future with the company.

Many young people start a job with an eagerness to work but are soon frustrated about the lack of **recognition** and **communication** at the workplace. They feel left out of decisions that can make an impact on their career and disenchanted day after day because they aren't given enough **challenging work** to do. Discuss Development and Training plans

What young people find helpful is having a **thorough introduction/orientation** as to what the company does, a clear definition of the objectives that they are

supposed to achieve, simple directions on what they can do to attain those objectives and **MENTOR** to go to for help. Young employees are **eager to learn and excel** in their jobs but most of the time this is not understood by front line traditional supervisors. In this rapidly developing telecommunication era and internet that young employees have been more exposed and this make them brighter than the previous generation leading them to question their parents, their employer and supervisors, causing friction and resentment on both sides.

Feedback and recognition must not wait for their annual job appraisal. They want to be treated fairly and appreciate supervisors/mentors who take an active role in helping with their Professional Individual Development Plan (IDP). Giving them control of challenging projects helps keep them motivated. They like to stay active and hate to have nothing to do.

Compared to traditional generations, young graduates are better educated more culturally diverse. They grew up during the evolving Internet era, Ipods, DVDs, mobile phones, and digital cameras. They have spent almost their entire life learning new skills and taking on new challenges to keep up with the rapidly advancing technology. Their reliance on technology stands in the way of face-to-face communication and prevents good relationship with peers.

Work environment, recognition and excellent mentorship are essential to attract and retain young employees.

Technology is extremely important to the young generation, especially when it comes to communication. Outdated and substandard technology at work will have a negative effect on their motivation. If they're not challenged and encouraged to work to their full capabilities, they will simply move on, with the security of knowing there are many job openings in the market that they can perform.

Communicating with the New Generation

- Use your language to paint visual pictures
- Use action verbs to challenge them
- Make them feel that they are wanted
- Use visual media in communication to motivate them and keep them focussed
- Seek their feedback constantly
- Use humour to make them feel comfortable

- Encourage them to explore new ways of doing things, faster and cheaper (out of the box)
- Use e-mail and voicemail as your primary communication mode because Internet is their domain

Recruit and Retain Foreign Manpower

OOK Screening Process

1. Job profile is provided
2. Screen CV's
3. English Language Test is conducted (preliminary)
4. Interview by employment agencies
5. Trade test is conducted
6. Skype interview to match information and photo
7. Background investigation (BI) by reputable agencies
8. Medical examination at home country
9. If all the above are approved candidate is cleared to come into Kingdom

FINALLY

Always take the following into consideration:

- Stress the importance on the acronym, **PAID**

P - Performance

A - Attitude

I - Integrity

D - Dependability

- Explain assignments thoroughly but state steps in sound-bites or bullet points.

- Give them challenges, but don't abandon thereafter. Stay with them and coach them through the process, then praise them when the job is done well.
- Stress and explain the benefit of the learning process, teamwork and thinking outside the box to come up with a solution that will improve efficiency.

Finally, those who are doing what they enjoy most tend to surpass others by far.

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