



Organised by **FMM INSTITUTE** (475427-W) **Perak Branch**
Centre For Professional Development



RECRUITMENT – BEHAVIOURAL BASED INTERVIEWING AND HIRING THE RIGHT TALENT



August 15 & 16, 2022 (Monday & Tuesday)
8.45 am – 5.00 pm **Remote Online Learning via Zoom**

Employees are a vital part in determining the success of a business. Finding the best employees for each position requires strong recruitment strategies because top talent is hard to find. Recruitment Behavioural Bases Interviewing and Hiring The Right Talent course will help participants to find the most qualified candidates, ensuring a successful and smoother running business.

COURSE OBJECTIVES

Upon completion of the course, participants should be able to:

- Master the recruitment process
- Recognize the G.R.O.W. model & how to set goals
- Learn how to prepare for the interview & question process
- Identify & avoid bias when making an offer
- Hire the right talents

WHO SHOULD ATTEND

The program is tailored to meet the needs of HR personnel and related staff who need to understand interviewing and hiring process skills.

METHODOLOGY

Participants would be exposed to the latest practices of recruitment & interviewing skills via lectures/discussions and supported by industry cases with analysis & comments by facilitator. Practice & Concepts will be further enhanced by videos and participants sharing sessions. Pre-workshop survey questionnaire will be given to all participants of the programme.

TRAINER

MS PONMALAR A/P BUDDATI SANNAGY is a PSMB Certified Trainer and a Business Coach with over 17 years of training experience. Ms Ponmalar holds a Bachelor of Arts (Hons), (UKM) and a Master's in Business Administration, UUM. She is also a member of Malaysian Association of Training Providers (MATPRO), Certified Practitioner of Neuro-Linguistic Programming (ABNLP), Certified KPI Professional & Practitioner (KPI Institute), Certified Sujok Acupressure Therapist and PSMB Approved Mentor for SMEs (FIRE Programme). Ms Ponmalar has held prominent position in various MNCs in Malaysia as a Senior Production Executive, Training Executive, Quality Control Executive and Head of HR and Training Department.

MS PONMALAR has conducted many courses which includes Train The Trainer, Strategic Performance Management, Strategic Thinking and Planning, Quality Control, Scenario Planning, full spectrum of HRM, Employment Act, IR, Organizational Behaviour, Transformational Leadership, Strategic Leadership, Problem Solving & Decision Making, Critical Thinking, Customer Service, Change Management, Communication, Presentation Skills, Team Building, Marketing, Purchasing & Negotiation Skills, Business English & Business Writing and other management programmes. Some of Ms Ponmalar's notable clients for Public and In-House programmes are Boustead Petroleum Marketing, GITN, Maxcare Success, Power & Motion Control, Petronas Chemicals MTBE, God Coin Sarawak, Sri Datai Construction, Datasonic Technologies, Malaysian Diagnostics Corporation, Langkawi Cruise, Star Cruises Shipping Agency, Ibdien Electronics Malaysia, Labuan Liberty Port Management, Idaman Pharma, KPJ Selangor Specialist Hospital, TNB Janamanjung, Jobstreet.com Shared Services, Sabah Tourism Board, KUB Malaysia and many others. She has also coached and trained employees from Asian countries such as Singapore, India, Thailand, Vietnam, Laos, Myanmar, Brunei, Maldives, Mauritius, Cambodia, Middle East (Oman) and Indonesia.

COURSE CONTENTS

PART 1:

Introduction to Recruitment

- What is Recruitment?
- Challenges and Trends
- Sourcing Candidates
- Requirements
- Activity 1: Case Study

PART 2:

The Selection Process

- Job Analysis and Descriptions
- The Approach
- The Recruitment Interview
- Testing
- Activity 2: Group work

PART 3:

Goal Setting

- Using the G.R.O.W. Model
- Identifying Goal Areas
- Setting SMART Goals
- Using a Productivity Journal
- Activity 3: Presentation

PART 4:

The Interview

- Phone Interviews
- Traditional Interviews
- Situational Interviews
- Stress Interviews
- Activity 4: Role-play

PART 5:

Types of Interview Questions

- Direct Questions
- Non-Direct Questions
- Hypothetical or Situational Questions
- Behavioural Descriptive Questions
- Activity 5: Video and discussions

PART 6:

Avoiding Bias in Your Hiring

- Expectancy Effect
- Primacy Effect
- Obtaining Bias Information
- Stereotyping
- Activity 6: Group discussion

PART 7:

The Background Check

- Preparation
- Data Collection
- Illegal Questions
- Being Thorough without Being Pushy
- Activity 7: Role-play

PART 8:

Making Your Offer

- Outlining the Offer
- Negotiation Techniques
- Dealing with Difficult Issues
- Sealing the Deal
- Activity 8: Discussions

PART 9:

Orientation and Retention

- Getting off on the Right Track
- Your Orientation Program
- The Checklist
- Following Up
- Activity 9: Video and discussions

PART 10:

Measuring the Results

- Cost Breakdown
- Employee Quality
- Recruiter Effectiveness
- Fine Tuning
- Activity 10: Wrap Up

Enquiries – please contact

Ms Nicole / Ms Divya / Pn Eda / Ms Harvindar ☎ (05) 548 8660 📠 (05) 548 8221 ✉ fmmperak@fmm.org.my

COURSE DETAILS

Date **August 15 & 16, 2022 (Monday & Tuesday)**
Time **8.45am - 5.00pm**
Platform **Remote Online Learning via Zoom**
Medium of Instruction **English**
CPD **14 hours**
Fees **Members RM689.00/pax**
Non-Members RM848.00/pax
(Fees inclusive of Service Tax at 6%, Downloadable Course Materials and Certificate of Attendance)

- ❖ *Download and install ZOOM app on your laptop/desktop before the Webinar session*
- ❖ *Good Internet / Wi-Fi connectivity*
- ❖ *Username and Password will be provided upon confirmation of Webinar session*

ADMINISTRATIVE DETAILS

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak**
- MyCoID : **475427W_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The course would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

PAYMENT

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Perak.
- For **SBL-KHAS Scheme**, an **Attendance of 100% is a must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**

CANCELLATION

- Must be in Writing with Reasons
- 7 days before the course – No payment charged
- 3 – 6 days before the course - 50% payment charged
- < 3 days before the course – Full payment charged
- Participants who did not turn-up will be charged full payment
- Replacements can be accepted at no additional cost

~ Registration Form ~

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Closing Date:
AUGUST 8, 2022

FMM Institute
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name	Designation
	NRIC	HP No
		Email
2.	Name	Designation
	NRIC	HP No
		Email
3.	Name	Designation
	NRIC	HP No
		Email

(Please attach a separate list if space is insufficient)

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- We **will be claiming under SBL-Khas Scheme** and full payment would made to FMM Institute in the event that no disbursement from HRDF under any circumstances
- We will **NOT BE CLAIMING under SBL-Khas Scheme**. Enclosed cheque/bank draft No _____ for RM _____ being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name:	Designation:	
Company:	Tel:	Fax:
Address:		
Email:	FMM Membership No	