



Western Technical College

## 10116142 Recruitment and Selection Strategies

### Course Outcome Summary

#### Course Information

<b>Description</b>	Students learn the importance of human capital and its impact on organizational success. The course provides the skills and tools necessary to hire and retain qualified employees. Strategies associated with selecting and developing of employees, including the practice of interviewing techniques will be emphasized.
<b>Career Cluster</b>	Business Management and Administration
<b>Instructional Level</b>	Associate Degree Courses
<b>Total Credits</b>	3
<b>Total Hours</b>	54

#### Textbooks

*Interviewing: Principles and Practices (Custom)*. Stewart, Charles and William B. Cash. Publisher: McGraw-Hill Publishing Company. **ISBN-13:** 978-1-307-34327-4. Required.

#### Success Abilities

1. Refine Professionalism: Practice Effective Communication

#### Program Outcomes

1. Create an organizational workforce plan
2. Incorporate employment law into business practices
3. Facilitate effective employee relations

#### Course Competencies

## 1. Formulate appropriate interview mechanics and processes for a probing interview

### Assessment Strategies

- 1.1. Written Objective Test

### Criteria

*You will know you are successful when:*

- 1.1. you pass a written examination earning 70% or higher
- 1.2. you identify the purpose of the probing interview
- 1.3. you conduct research on the probing interview purpose
- 1.4. you create an outline of topics to cover in probing interview, including interview questions

### Learning Objectives

- 1.a. Differentiate between the various types of human resource interviews
- 1.b. Ascertain which interview techniques should be used for a probing interview
- 1.c. Acquire interview process techniques
- 1.d. Compose a structure for interview
- 1.e. Design appropriate questions for interview

## 2. Employ appropriate interview methods to complete a successful probing interview

### Assessment Strategies

- 2.1. Skill Demonstration
- 2.2. Written Product

### Criteria

*You will know you are successful when:*

- 2.1. you complete probing interview project
- 2.2. you have received interviewee evaluation
- 2.3. you provide at least five lessons learned about the probing interview process
- 2.4. you summarize information gained from conducting probing interview
- 2.5. you send a professional thank you letter to the interviewee

### Learning Objectives

- 2.a. Determine the purpose
- 2.b. Acquire information regarding the topic
- 2.c. Organize the structure of the interview
- 2.d. Select the interviewee(s)
- 2.e. Conduct the interview
- 2.f. Prepare report

## 3. Formulate appropriate interview mechanics and processes for a survey interview

### Assessment Strategies

- 3.1. Written Product

### Criteria

*You will know you are successful when:*

- 3.1. you pass a written examination earning 70% or higher
- 3.2. you identify the purpose of the survey interview
- 3.3. you choose a clear, random sampling technique for the survey interview
- 3.4. you research survey topic, utilizing at least three different sources
- 3.5. you summarize research of survey topic
- 3.6. you prepare an outline and interview questions based off the survey topic

### Learning Objectives

- 3.a. Differentiate between the various types of human resource interviews
- 3.b. Ascertain which interview techniques should be used for a survey interview
- 3.c. Acquire interview process techniques
- 3.d. Compose a structure for interview
- 3.e. Design appropriate questions for interview

#### **4. Employ appropriate interview methods to complete a successful survey interview**

##### **Assessment Strategies**

- 4.1. Written Product

##### **Criteria**

*You will know you are successful when:*

- 4.1. you complete survey interview project
- 4.2. you provide at least five lessons learned about the survey interview process
- 4.3. you summarize information gained from conducting survey interview
- 4.4. you provide a clear tabulation of data received from survey project
- 4.5. you graphically represent data using at least two different types of graphs

##### **Learning Objectives**

- 4.a. Determine the purpose
- 4.b. Acquire information regarding the topic
- 4.c. Organize the structure of the interview
- 4.d. Develop questions
- 4.e. Select the interviewee(s)
- 4.f. Conduct the interview
- 4.g. Prepare report

#### **5. Formulate appropriate interview mechanics and processes for a selection interview as an employer**

##### **Assessment Strategies**

- 5.1. Written Objective Test
- 5.2. Written Product

##### **Criteria**

*You will know you are successful when:*

- 5.1. you pass a written examination earning 70% or higher
- 5.2. you identify top 15 knowledge, skills, abilities or behaviors for given job title
- 5.3. you use at least three different sources to conduct research on job title
- 5.4. you create an outline of topics to cover in selection interview, including interview questions and possible probing questions
- 5.5. you include both behavioral and situational questions
- 5.6. you create a clear interview evaluation tool

##### **Learning Objectives**

- 5.a. Differentiate between the various types of human resource interviews
- 5.b. Ascertain which interview techniques should be used for a selection interview
- 5.c. Acquire interview process techniques
- 5.d. Compose a structure for interview
- 5.e. Design appropriate questions for interview

#### **6. Employ appropriate interview methods to complete a successful selection interview from an employer's perspective**

##### **Assessment Strategies**

- 6.1. Skill Demonstration
- 6.2. Self Assessment

##### **Criteria**

*You will know you are successful when:*

- 6.1. you complete selection interview project
- 6.2. you ask relevant and legal questions of the applicant
- 6.3. you build rapport and orients the candidate at the beginning of the interview, utilizing an opening technique learned in class
- 6.4. you display appropriate non-verbal communication
- 6.5. you probe for additional information as needed

- 6.6. you close the interview on a positive note, utilizing a closing technique learned in class
- 6.7. you present self in a professional manner
- 6.8. you complete self-evaluation
- 6.9. your selection interview is videotaped & critiqued by class and instructor

**Learning Objectives**

- 6.a. Investigate EEO laws
- 6.b. Develop applicant profile
- 6.c. Locate skilled applicants
- 6.d. Acquire and review information on applicants
- 6.e. Organize the structure of the interview
- 6.f. Select the interviewee(s)
- 6.g. Conduct the interview
- 6.h. Evaluate the interview

**7. Formulate appropriate interview mechanics and processes for a job interview**

**Assessment Strategies**

- 7.1. Written Product - Resume and Cover Letter

**Criteria**

*You will know you are successful when:*

- 7.1. you pass a written examination earning 70% or higher
- 7.2. you create a one-page cover letter
- 7.3. you create a professional resume
- 7.4. you research the employer and potential interview questions in preparation of the employment interview

**Learning Objectives**

- 7.a. Differentiate between the various types of human resource interviews
- 7.b. Ascertain which interview techniques should be used for a job interview
- 7.c. Acquire interview process techniques
- 7.d. Compose a structure for interview
- 7.e. Design appropriate responses for interview

**8. Employ appropriate interview methods to complete a successful job interview**

**Assessment Strategies**

- 8.1. Skill Demonstration

**Criteria**

*You will know you are successful when:*

- 8.1. you complete an employment interview
- 8.2. you present self in a professional manner
- 8.3. you provide complete and appropriate responses to interview questions
- 8.4. you avoid disclosing information on EEO topics which could be considered discriminatory
- 8.5. you ask questions of the interviewer
- 8.6. you are able to communicate clearly and effectively during the employment interview

**Learning Objectives**

- 8.a. Analyze yourself
- 8.b. Complete search & homework
- 8.c. Prepare credentials
- 8.d. Complete the interview
- 8.e. Evaluate and follow-up

**9. Formulate appropriate interview mechanics and processes for a performance interview**

**Assessment Strategies**

- 9.1. Written Product
- 9.2. Written Objective Test

**Criteria**

*You will know you are successful when:*

- 9.1. you pass a written examination earning 70% or higher
- 9.2. you prepare a written performance appraisal tool based on a scenario and job duties
- 9.3. you document step by step what you will say and do during the performance evaluation
- 9.4. you critique another student's role play as the interviewer in a performance evaluation

**Learning Objectives**

- 9.a. Differentiate between the various types of human resource interviews
- 9.b. Ascertain which interview techniques should be used for a performance interview
- 9.c. Acquire interview process techniques
- 9.d. Compose a structure for interview
- 9.e. Design appropriate questions and feedback for interview

**10. Employ appropriate interview methods to complete a successful performance interview**

**Assessment Strategies**

- 10.1. Skill Demonstration
- 10.2. Written Product

**Criteria**

*You will know you are successful when:*

- 10.1. you complete a simulated performance appraisal
- 10.2. you establish a positive climate and orient the employee in a performance interview
- 10.3. you tactfully address both positive elements and areas for improvement of the employee
- 10.4. you ask for employee input and establish new goals
- 10.5. you close the interview on a positive note using a closing technique learned in class

**Learning Objectives**

- 10.a. Determine the purpose
- 10.b. Develop a productive environment
- 10.c. Investigate EEO laws and rules
- 10.d. Select an appropriate model
- 10.e. Complete homework
- 10.f. Organize the structure of the interview
- 10.g. Conduct the interview

**11. Analyze laws applicable to interviewing, testing, and hiring employees**

**Assessment Strategies**

- 11.1. Written Objective Test

**Criteria**

*You will know you are successful when:*

- 11.1. you explain the legal differences among employees, independent contractors, and temporary employees
- 11.2. you examine specific staffing provisions of major federal equal employment opportunity and affirmative action laws
- 11.3. you identify the ways in which candidate assessment methods are subject to various legal rules and regulations
- 11.4. you recognize potential legal issues involving final employment selections

**Learning Objectives**

- 11.a. Examine major federal equal employment opportunity and affirmative action laws
- 11.b. Recognize the legal issues involving recordkeeping and applicant / employee privacy
- 11.c. Explore prohibited employment polices / practices under federal and state laws