



The exact expertise to ignite and sustain performance™

## Effective Interviewing: Tools for Hiring Top Diverse Talent

### Description

Effective Interviewing: Tools for Hiring Top Diverse Talent is a seminar for companies wanting more focus on recruiting and hiring diverse talent. Effective Interviewing: Tools for Hiring Top Diverse Talent covers the core content of Effective Interviewing: Tools for Hiring Top Talent while tailoring the techniques to meet the challenges of interviewing diverse candidates.

Participants recognize the impact of their own cultural filters and learn how to expand their cultural comfort zone to keep assessments of candidates objective and inclusive. Probing questions that draw out all candidates are presented and enable interviewers to gain consistent and repeated evidence of behavioral competencies. These techniques lead to solid predictions about future on-the-job performance before making any hiring decision.

The full day program provides competency-based behavioral interviewing techniques along with an understanding of diversity in the following seven modules.

#### 1. Today's Challenges

Understand the impact of today's changing workforce while shifting from traditional interviewing to inclusive interviewing. Review all the dimensions of diversity, assess how these differences affect your own cultural filter and recognize the impact of assumptions and stereotypes.

#### 2. Interviewing Concepts

Identify behavioral competencies, and learn to conduct selection interviews using behavioral competency interviewing.

#### 3. Strategy for Diversity

Learn how to expand your own cultural comfort zone, and to recognize how the defining characteristics of high- and low-context cultures can influence the interview process. Develop culturally inclusive questions.

#### 4. Defining the Job and Candidate

Use a menu of competencies to develop a specific Job/Candidate Profile that focuses on essential functions and the organizational culture of your company.

#### 5. Interview Procedures

Relax the candidate and keep your questions legal. Practice taking notes, and listen for evidence of competencies while the instructor conducts an interview to demonstrate the interview model.

#### 6. Interview Questions

Assess competencies in candidates using a variety of questioning techniques, and develop your own set of questions. Apply what has been learned by participating in role playing while receiving feedback. Hundreds of examples of probing questions are provided.

#### 7. Making the Decision

Code your notes and create a candidate Balance Sheet that equips you with information to make the right hiring decision based on fit with a Job/Candidate Profile.

This seminar is available in full-day, half-day or shorter formats delivered on-site at your location.

### Target Audience

Managers and individuals that interview internal or external candidates.

*"This seminar gave me a great framework for not only interviewing job candidates, but for other interpersonal aspects like managing and dealing with customers of all types."* **Vice President, J.P. Morgan**

*"This is a very logical, common sense approach to interviewing that should be adaptive to many different styles. I expect to get great benefits from this."* Vice President & General Auditor, PepsiCo, Inc.



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### **About LSA Global**

Since 1995, LSA has helped organizations create and maintain distinct competitive advantages through human capital. We work with leading organizations to drive success through their people and the strategies, structures, systems, and processes that attract, inspire, develop, and retain top talent. Our solutions focus on the areas of:

- Sales Revenue Growth
- Leadership and Management Performance
- Human Resource Performance
- Strategy Execution and Transformation
- Customer Service, Satisfaction, and Loyalty
- Project Management Performance
- Engineering Performance

We believe our clients' success in the marketplace is realized through increased revenue, decreased costs, and higher productivity.

We are fiercely devoted to the success of our clients and proud that over 85% of our business comes from repeat business with satisfied clients and that we have a 97%+ customer satisfaction rating.