

RECRUITMENT AND SELECTION PROCESS

(THEORETICAL AND PRACTICAL PERSPECTIVE)

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2. Process of Recruitment
3. Selection
4. Process/Steps involved in Selection
5. Interviews & Types



CONTENTS

Practical Perspective:

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2. Cold Calling
3. Head Hunting



RECRUITMENT

It is the process of searching for prospective employees, stimulating and encouraging them to apply for jobs in an organization.

In simple words, it is the process of generating the applicants to fulfill the vacancy. It arises due to scarcity of people in an organization.

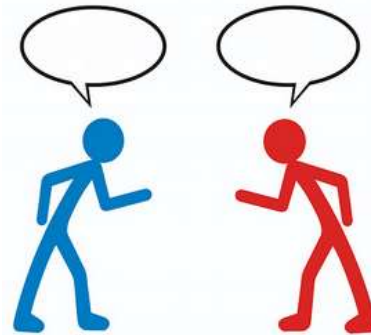


DECISION MAKING PROCESS

Recruitment is a two-way street. Recruiter has a choice whom to recruit and whom not. Also the prospective employee has to make the decision usually on three different basis.



The Critical Content



The Subjective Factor



The Objective Factor

OBJECTIVE FACTOR

Weighing and evaluating a set of measurable characteristics of employment offers, such as

1. Pay
2. Benefits
3. Location
4. Opportunity of advancement
5. Nature of work to be performed
6. Educational opportunities.



SUBJECTIVE FACTOR

Choices are made on a highly personal and emotional basis.

Emphasizes the congruence between



Personality patterns



Image of the organization

CRITICAL CONTENT

Candidate is unable to make a meaningful differentiation of organization's offers in terms of objective or subjective factors due to lack/limited contact of the organization.

Choices are made based on the,

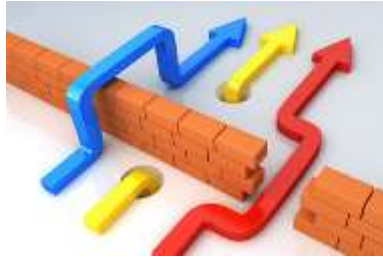
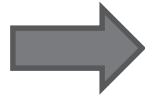
1. Behavior of the recruiter
2. The nature of physical facilities
3. The efficiency in processing the paper work associated.



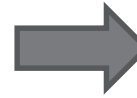
PROCESS OF RECRUITMENT



Recruitment Planning



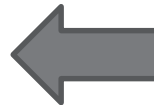
Strategy Development



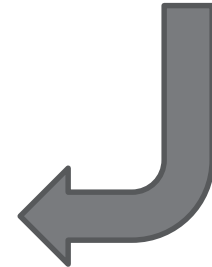
Searching



Evaluation and Control



Screening



RECRUITMENT PLANNING

The number and type of candidates required are determined in the planning stage.

E.g.,

Applications Received -	2000
Qualified Applicants-	200
Initial Level of Selection-	40
Selected and Offered -	30
Joiners-	20



STRATEGY DEVELOPMENT

It is the method or ways to achieve the organization's objectives.

The strategy followed here are,

Make or Buy decision – deciding whether to take fresher's or experienced person or an existing employee and give them training.

Sources of Recruitment

Internal Source – Our own database, Referrals/Networking, Previous Applicants

External Source– Advertisement, Consultants, Walk-in's, Contractors, Campus Recruitment

When to Look –TAT



SEARCHING

The actual recruitment process starts in this stage where actually selling the organization to the employees takes place.



SCREENING

Filtering the unwanted applications based on the criteria we setup for posting applications.



EVALUATION AND CONTROL

1. Analyzing whether the given job is performed properly or not
2. Evaluating the recruitment process based on the number of candidates selections/Rejections
3. Performance of the candidate





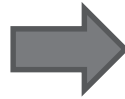
Any Questions ?

After recruitment the
selection process starts.

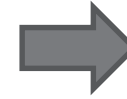
SELECTION PROCESS



Screening of Application



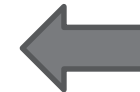
Selection Test/Methods



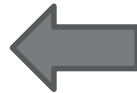
Interview



Checking for References



Physical Examinations



Placement



The selection method varies from organization to organization. This varies or differs due to levels for which selection is made and also based on the need of the organization.

SCREENING OF APPLICATION

Before a hiring manager can review applications they check that all applicants meet the eligibility requirements.

Screening for eligibility determines who is eligible to move forward in the job competition.




SELECTION TEST

1. Aptitude Test – Analytical Reasons, skills and ability to learn a new job.
2. Intelligence Test–Testing the person's IQ
3. Personality Test–To Test the type of person(Assertive, Submissive, Dominance, Enthusiastic, Introvert, Extrovert)



INTERVIEWS

1. **Preliminary Interview** – To know whether the candidate is fit for the next level
 2. **Stress Interview** –Behavior of the candidate can be identified
 3. **Depth Interview** –Candidate and their history are analyzed. Applicable for top management, Time consuming process
 4. **Patterned Interview**–This is already structured. Sequence of questions are already planned and will be given to all the candidates
 5. **Un-patterned Interview**–On the spot questions are raised from the answers given by the candidate
 6. **Group Discussion** – To check the communication, presentation skills, how clear he is in his ideas/views, leadership quality. Easy way of selection within minimum time period
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REFERENCE CHECK

1. Candidate conduct will be checked.
2. This is not the better way of selection.
3. It must be combined with other methods of selection



PHYSICAL EXAMINATION

1. To check whether the candidate is physically fit to perform job.
2. To know whether the candidate is free from spreadable disease.



JOB DESCRIPTION AND JOB SPECIFICATION

Job description is job related.

Job specification is related to the human qualifications required to do the job (Person related).


Job Description	Job Specification
Job Title	Education
Job Summary	Experience
Duties and Responsibilities	Training/Judgment
Location	Communication Skills
Working Conditions	Physical Skills
Machines, Tools and Equipments	

COLD CALLING


1. Cold calling is the processing of approaching prospective clients, typically via telephone, who has not agreed to such an interaction.
2. This approach is based on the idea that the purpose of the call is not to make a sale, but to build trust and discover the truth about whether there is a good match between the potential candidate and the service offered.



BEFORE MAKING THE COLD CALL

1. ***Know the purpose** of your call and set specific goals: Do you want to present a candidate for an interview or something else?*
 2. ***Prepare thoroughly.** Do your research with regard to the company, their specific industry, the person you are talking to (their background and interests; find a common ground!) and the job position (if known already). Remember that the research is just one important part in the process, while the other focus should be on building rapport with the other person in a way that keeps them interested and engaged throughout the conversation.*
 3. *In order to **stand out from the crowd** it would be great to have already one or more candidates in mind who could be presented to the company for an interview.*
 4. *Make sure you put yourself in **a positive mind**. Visualize in your mind how confident and positive you will come across and sound and how you are going to succeed at each call.*
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DURING THE CALL

1. *In order to grab the other person's attention instantly you must start with a **strong opening sentence**. The time you have to make an impact are usually 60 seconds.*
 2. *If you think it helps, **write down certain phrases you want to say**. It is best to tailor your script for each of your calls and put the client and his company in the centre of attention.*
 3. ***You could start like this:** "I'm calling you for two reasons: #1 - I know that you are looking for a Software Engineer. I just conducted a highly interesting interview with a very suitable candidate for this position....."*
- 

DURING THE CALL (CONT.,)

4. Have your job order form in front of you to make sure that you ask all the right open-ended questions with **how, what, when, who and why**.
5. **Never interrupt** the person during the conversation and show great listening skills. Use positive words with a positive tone of voice at all times.
6. Let the other person know that you **have good market and business knowledge**. You could try to add value to the conversation by providing the person with some industry or corporate information which they might not have known yet. Reading the latest news can therefore be very beneficial and set you apart from other competitors.



THINGS TO BE AVOIDED DURING COLD CALLING

1. Not making selling on priority
2. Not putting yourself in a positive mindset
3. Calling the wrong prospects
4. Not setting clear objectives
5. Lack of preparation
6. Not setting yourself activity targets (No. of Call attempts)
7. Having a weak opening statement
8. Asking too many closed questions
9. Giving up too easily



HEAD HUNTING



Purpose:

Identifying the potential candidate (Exact match/fit)

Applicable for middle level and senior level management

Meaning:

Process to *approach people working into same industry* which suits the profile you are working upon even though you don't have his direct contact details.

A headhunter will *"map" the market by making a "target list" an overview of the client's competitors*, identifying potential candidates within these companies and approach them to present them for the role.

HEADHUNTING – WHY AND WHEN:

Why?

1. For higher conversion rate
2. To target candidates who otherwise may not apply

When?

1. Quality of CV's is low
2. Niche Skill requirements (Requirement is too specific)
3. Competition Stiff – Multiple vendors
4. Lead time is less
5. Poor internal database



ESSENTIAL QUALITIES OF A GOOD HEADHUNTER

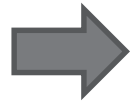
- ✓ Knowledge
 - Client's Requirement
 - Client's Business
 - Client Industry
 - Target Company
- ✓ Common Sense in abundance
- ✓ Organized
- ✓ Creativity and Innovation
- ✓ Networking
- ✓ Self Confidence



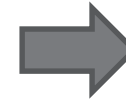
PROCESS/STEPS INVOLVED IN HEAD HUNTING



Identify and map organizations where potential candidates are available with relevant skills



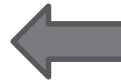
Contact those candidates



Present CV's to Client



Follow-up with the client and contact with the candidate after interview to check for closures



Schedule interview for profiles shortlisted by client





Any Questions ?

THANK
YOU

GRACIAS
ARIGATO
SHUKURIA
JUSPAKAR
DANKSCHEEN
TASHAKKUR ATU
YAGHANYELAY
SUKSAMA
ERHNEY
BOLZIN
MERCI
SHUKRIA
BRYAN
TRICKI
GRATIE
MEHRBANI
PALDES
KOHADSHIRIN
KAFKE
KORAN
GOZAMASHITA
EFCHABISTO
KORAN

Thank You!