



Workshop on

HRM: Recruitment and Selection Interviewing

Danilovgrad (Montenegro), 16-18 October 2012

PROVISIONAL PROGRAMME

This programme which combines presentations, seminars and practical workshops is to be run over three days and has been designed to focus on the key HR topic of Recruitment and Selection Interviewing. It will be of particular interest to civil and public administration staff of the Western Balkan region who currently have responsibility for the work of others and in particular those who are responsible for the effective recruitment, selection and promotion of staff within a Ministry, Department or Government Agency.

Programme Objectives

At the end of this programme participants will have:

- An understanding of the role of the human resource function in the running of successful recruitment, selection or promotion campaigns
- An understanding of the preparation required to run effective recruitment & selection campaigns/competitions
- Increased awareness of best practice in the area of Recruitment & Selection
- An opportunity to develop skills through practical workshop experience
- A forum for discussion on issues of interest and concern in relation to best practice interviewing for recruitment, selection and promotion purposes
- Enhanced knowledge of sources of further information relating to this key HRM topic

Programme Content

The programme will include practical exercises and group discussion, as well as providing knowledge on the principles and practice of Recruitment & Selection Interviewing.

Topics to be covered include the following:

- HRM in the broader context & key developments in the field in general
- An outline of the roles and responsibilities of the HRM function in relation to Recruitment & Selection Interviewing.
- Job Analysis: Job Specifications – Job Profiles & Competency Identification
- Effective Questioning
- How to structure an interview Process
- An overview of Legislation relevant to effective selection, both regional and EU
- Marking, evaluating & assessing of candidates in an interview process
- Practical 'mock' interviews to provide 'hands on' skill based learning.
- Feedback and Discussion

Target group

Mid to senior public servants dealing with HRM issues, and coming from the following institutions: Ministry for Public administration, National Human Resources Management Service/ National Training Institution and similar.

Workshop trainers

The course will be directed and presented by two IPA HRM Specialists who have extensive experience in the design and delivery of a broad range of HRM training and consultancy programmes in the Balkan region. There will also be input from a regional expert on specific legislation and regulations relating to the region.

Bios of trainers

Marie Fingleton

Marie is a Human Resource Specialist in the IPA's Human Resource Management Training and Consultancy Unit since 1993. She is responsible for the co-ordination and facilitation of a suite of IPA training courses which include Recruitment and Selection Interviewing, Employment Legislation, Health & Safety in the Workplace, Superannuation and Performance Management and is also a tutor on the IPA/CIPD Certificate in Public Sector Human Resource Management.

Prior to joining the IPA, she worked for a major Information Technology company in Ireland as the Country Administration Manager. Her work there over a twelve year period, provided her with very considerable experience in employee development, conduct of regular performance appraisals, participation in management salary review committees for performance related pay, and during her time there she was solely responsible for the recruitment, selection and management of administrative staff in Dublin and Belfast.

In her work at IPA, she has also had front line involvement in a range of consultancy projects for a wide range of clients including significant project work in the developing HR area of workforce planning.

International assignments include provision of training and advice on a range of HR topics, particularly recruitment and selection and interviewer training in Bulgaria, Romania; Macedonia; Latvia and Slovenia as well as a long term capacity building programme in Kazakhstan.

Marie is the IPA representative to a number of significant state councils including the Retirement Planning Council of Ireland.

James Connington

James is a Lecturer at the Whitaker School of Government & Management at the IPA Dublin. He has been with IPA since 1997. Before joining the IPA, he worked for a number of years as a University and College Lecturer in Human Resource Management & Organisational Behaviour, in both Ireland and the United Kingdom.

His experience includes public sector, private sector and major voluntary body assignments both in Ireland and internationally, where he has played a key role in the design and 'hands on' delivery of a broad range of training and consultancy initiatives. He specialises in the areas of Recruitment & Selection, Dignity at Work, Equality, Diversity & non-discrimination, intercultural communication and the organisational behaviour.

International Human Resource Management assignments have included work in Macedonia (EU Phare Programme), Slovenia (EU Tempus Programme), Croatia (EU Tempus Programme), a year-long project on the development of the recruitment, selection and promotion system in the Public Service in Bulgaria (2007), a 2010 HRM training and capacity building project in the Civil Servants Agency of Macedonia and in 2011 a four day HRM programme with ReSPA delivered in Danilovgrad, Montenegro. He has recently delivered HRM and Organisational Behaviour classes to the MA programme run with the Lesotho Institute of Public Administration in Maseru, Lesotho.

James is the IPA representative to SIETAR (Europa), The Society for Intercultural Training, Education & Research and is on the National Advisory Committee for the evaluation of training for the Irish Human Rights Commission.

Damir Ahmetovic

Mr. Ahmetovic is an HRM expert with more than ten years of diverse regional experience mainly in the area of public administration reform. He worked for a number of international organisations and companies in Bosnia-Herzegovina including SIGMA, EC, UNDP, DfID, USAID, OSCE and many other. During his tenure with UNDP (2006-2010), Mr. Ahmetovic played a key role in setting-up and developing the *Western Balkans HRM Community of Practitioners in the Civil Service* (2006) – an initiative currently managed by the Regional School of Public Administration (ReSPA). At present, Mr. Ahmetovic works as the regional HRM expert for the Norwegian Directorate for Public Management and e-Government (Difi) in the defence sector projects in Bosnia and Montenegro.

Mr. Ahmetovic has studied in Malaysia and Australia and holds a masters degree in HRM from the University of Canberra.

Methodology

The aim is to dedicate most of Day 3 to hands-on skill based learning. Participants will be divided into smaller groups to conduct practical 'mock interviews'.

Draft Training Agenda

Day 1, 16 October 2012 - Human Resources Management: Recruitment & Selection

9.30 – 10.45	Welcome / Introduction/Objectives of Programme Brief overview of Evolution of HRM HRM Models and key developments in the HR field at present Developments in HR in the Public Administration in Ireland of relevance to the Western Balkan Context
10.45 – 11.00	<i>Tea/Coffee</i>
11.00- 12.45	Discussion on Current Issues Specific to Western Balkan Context including input from Local Expert on Specific HRM Developments in the Region. Introduction of the Key Topic area of Recruitment & Selection Issues in Recruitment & Selection: Participant Experiences to date Workforce Planning and its role in Recruitment & Selection
12.45 – 13.45	<i>Lunch</i>
13.45 – 15.00	Regional Expert Input : Key Regional Legislation & Regulations in relation to the HR Topic of Recruitment & Selection
15.00 – 15.15	<i>Break</i>
15.15 - 16.30	Introduction to Job Analysis: Key Terminology & Practice: Job Specifications & Competency Frameworks Experiences & Developments in the area of Recruitment & Selection in the Irish Public Administration Review of Day & Close

Day 2, 17 October 2012 - Resourcing Talent: Recruitment & Selection in Practice

9.30-10.45	Review of Previous Day's Learning Job Analysis Continued: Preparation of Job Profiles (Group work for use in Practical Interviews)
10.45 – 11.00	<i>Tea/Coffee</i>
11.00 – 12.45	Job Analysis Continued Person Profiles: Competency Frameworks - (Group work for use in Practical Interviews)
12.45 – 13.45	<i>Lunch</i>
13.45 - 15.00	Preparing to Interview & Question Style
15.00 – 15.15	<i>Break</i>
15.15 – 16.30	Marking/Assessing Candidates EU Employment Equality Directives Anti Discrimination & Intercultural Factors relating to Recruitment & Selection Interviewing Review of Day & Close

Day 3, 18 October 2012

9.30 - 10.30	Review of Learning to date Preparation for Practical Work on Selection Interviewing
10.30 – 10.45	<i>Tea/ Coffee</i>
10.45 - 11.15	Group Preparation/Work for Practical Interviews
11.15 - 12.45	Conducting of Practical Interviews (Group Work)
12.45 – 13.45	<i>Lunch</i>
13.45 - 15.00	Review of Practical Selection Interviewing Group work.
15.00 – 15.15	<i>Break</i>
15.15 – 16.30	Key Issues Arising / Lessons to be taken from Practical Selection Interviewing Work. Review of Program, ReSPA Review of Program & Close