



HIRE EDUCATION: Winning the War for Workers

Presented by



President & Certified Speaking Professional

Mel Kleiman

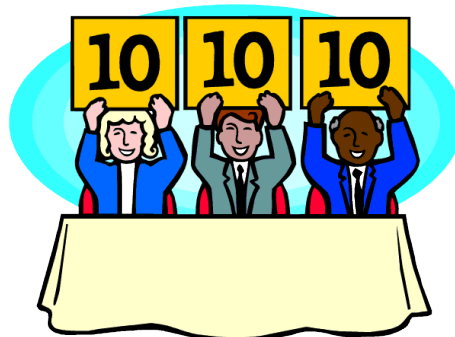
You Can't Get There from Here If You Don't Know Where Here Is

1. On a scale of 1 – 10 (where 10 is highest/best), how do you rate yourself on:

Recruiting? _____ Selection? _____ Retention? _____

2. What makes you these numbers?

3. What do you need to do to raise the bar?



Key Objectives



*If you keep doing what you're doing,
you'll keep getting what you got.*

Make a list of the questions you want answered today:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____



Key Takeaways



*If I give you \$100 and you give me \$100, what do we each have?
If I give you an idea and you give me an idea, what do we each have?*

[illegible]

Top 10 Employee Selection Mistakes

1. Waiting until you're hungry to go shopping.
2. Going shopping without your list.
3. Not know what success really looks like.
4. Not making it easy for great people to apply.
5. Not realizing the importance of hiring **ONLY** great people.
6. Not taking and keeping control of the interview.
7. Telling applicants what you're looking for before you find out what they have to offer.
8. Not asking the right questions.
9. Not looking at every step in the hiring process as a test.
10. Not telling them why you hired them and why you would fire them.

Positioning

Tell the applicant what is going to happen and what you want them to do:

- Tell the applicant briefly about the company and the job
- Position the applicant to tell you the truth
- Gather information
- Answer the applicant's questions



The Interview

THE FIVE MOST IMPORTANT QUESTIONS:

1. Tell me about the first job you ever had and what you learned from it.
2. Tell me about the achievements in your life you are most proud of and the obstacles or problems you had to overcome.
3. Tell me about your last performance appraisal.
4. On a scale of 1 to 10, how would you rank yourself as a [job title]? Why did you give yourself that number? What would it take for you to be an even higher number?
5. What one question would you like to ask me? Of all the questions you could have asked, why did you choose that one?



The Five Firsts

1. First Hour
2. First Day
3. First Week
4. First Paycheck
5. First Anniversary

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Continue the Learning

Visit www.Humetrics.com today to:



Order Mel's Books

Sign up for Mel's Blog and Monthly Hiring Hints Email
Access Free Employment Forms, Tools & Articles

About Certified Speaking Professional Mel Kleiman

- More than 25 years of experience (consulting, research, training, writing)
- Clients include Pizza Hut, The Dwyer Group, Cracker Barrel, Harley-Davidson, and ExxonMobil (as well as countless trade and professional associations and franchise groups)
- Author of five books including the best-selling Hire Tough, Manage Easy.
- Awarded the prestigious Certified Speaking Professional (CSP) designation in 1999 and member of the Society for Human Resource Management



About Humetrics (www.humetrics.com)

Founded in 1976, Humetrics helps organizations attract, select, and retain quality employees by offering expert consulting services as well as presentations and training programs, tools and processes that reduce turnover and increase profits. For over thirty years, the company has been a leading expert in recruiting, selecting and retaining frontline workers and the people who manage them. In addition to conducting in-depth, leading-edge research, Humetrics prides itself on simplifying complex processes and delivering practical solutions that include customized employee selection systems and training programs.