

Interviewing Today's Workforce[®]



Are there special concerns in

interviewing diverse candidates?

Talent scarcity.

Cultural diversity.

Changing values.

Hiring competition is intense due to a shortage of skilled workers. Companies are becoming more global. Worker attitudes and motivations are shifting as employees focus on their own career development. Is your company prepared for these challenges?

Interviewing Today's Workforce is a seminar for companies wanting more focus on recruiting and hiring diverse talent. The first and only program of its kind, *Interviewing Today's Workforce* is a one-day seminar that combines easily-understood concepts with easy-to-apply models that are tailored to meet the challenges of interviewing diverse candidates.

Selecting the right people is one of the most important decisions you'll ever make.

To build and maintain a successful business you must have the right talent. The quality of your employees determines your company's ability to sustain a competitive advantage in today's marketplace.

An Interviewer's Edge In Today's Changing Job Market

Talent scarcity. Cultural diversity. Changing values. Today's changing marketplace presents incredible challenges. Hiring competition is intense due to a shortage of skilled workers. Diversity issues are in the forefront. Companies are becoming more global. Worker attitudes and motivation are shifting as employees focus on their own career development. Both job security and loyalty are increasingly rare.

A dynamic economy makes it more challenging than ever to select, hire and retain the best people. Is your company prepared for these challenges?

Interviewing Today's Workforce is a powerful and proven seminar that gives you the ability to make the right hiring decisions – and avoid costly mistakes. We teach competency-based behavioral interviewing, using the recognized principle that past and present behavior is the best predictor of future performance. Whether you're an experienced or novice interviewer, you will benefit from these techniques and will be able to use them immediately in your next interview. The result? You'll have better interviewing skills, which lead to better hires and a competitive edge for your company.

"Interviewing Today's Workforce opens up interviewers' minds to a broader range of candidates from a variety of cultures and backgrounds."

Trudy Haines, HR Manager, Hewlett-Packard

Learning That's Successful and Fun

Interviewing Today's Workforce engages you with a highly interactive format, combining lectures, videotape segments, exercises, discussion, role play and demonstrations. Designed for maximum relevance and recall, our learning approach contributes greatly to our success and to yours.

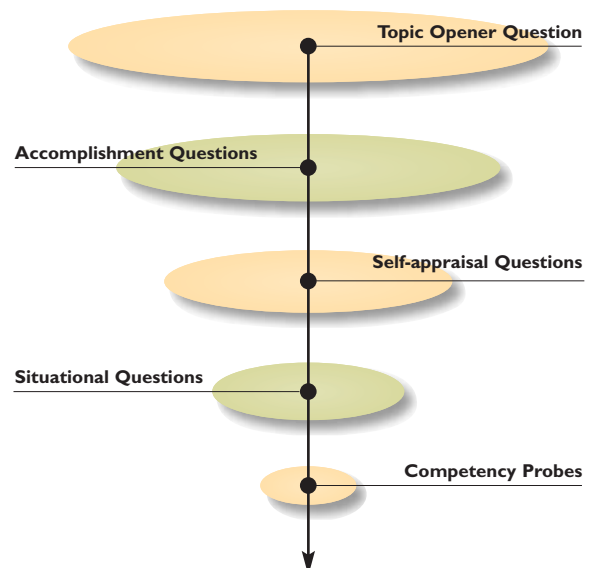
Easy-to-Follow Model

Our interview model maps out a progression of questions that reveal what's behind a candidate's experiences so you can predict future performance. You'll also be able to separate strong performers from those who merely interview well, and to draw out candidates less prone to boast about their accomplishments.

"This is an excellent class in preparing the interviewer for getting real information from the candidate."

Jeff Olsen, Senior Electrical Engineer, United Defense

Drill Down With Our Interview Model



Seminar Agenda

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.

Interviewing Concepts

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

Strategy for Diversity

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



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.

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.

Interview Questions

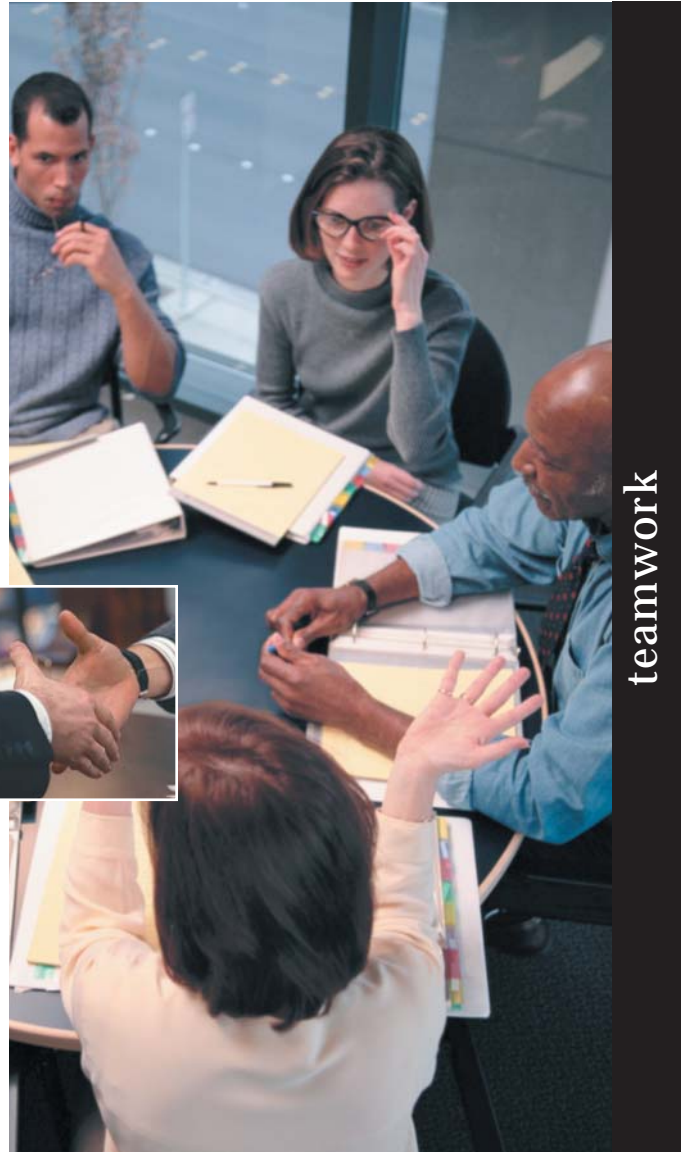
Assess competencies in candidates using a variety of questioning techniques, and develop your own set of questions. Apply what has been learned by participating in role playing while receiving feedback. Hundreds of examples of probing questions are provided.

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.

“Interviewing Today’s Workforce provided me with the structure to go beyond the normal interview and identify how to get answers without making the candidate feel uncomfortable.”

Judith Zosh, VP Global Credit Project Manager, JP Morgan



teamwork

“This program was powerful and had great impact. I found it to be resourceful and helpful, with the topics on diversity and interviewing a diverse workforce of great value.”

Dana Moss, HR Manager, Fleet Bank



The Total Package

You will come away from our seminar with useful tools to reinforce your new skills and support you in any future selection decision:

- A **Participant Manual** provides a practical, comprehensive future reference, complete with materials you personalize during the seminar for maximum retention and application of program content.
- **Pocket Pack™ Interview Cards** recap key ideas on compact 3x5 cards for easy and convenient review before and during interviews.
- Our web site, www.interviewedge.com, provides access to useful **Online Refresher and Tools** that allow you to continue to apply your skills after the seminar:

Online Tools

Job/Candidate Profile. Develop a competency-based job profile for a specific position within your company.

Interview Guide. Select from hundreds of interview questions to create your own customized guide that probes the competencies on your job profile.

Balance Sheet. Summarize the strengths and limitations of each candidate to support your final hiring decision.

Other Tools. Access Jim Kennedy’s book, *Getting Behind the Resume: Interviewing Today’s Candidates*, as well as our current and past newsletters – all online.

“I wish I had this course fifteen years ago!”

Fred Coale, Project Manager, International Paper

Interview with renewed confidence and enjoyment

Seminar Options

One Day

The standard seminar format allows for extensive discussion of the core content, interaction and role play practice throughout the day for all participants.

Half-Day

The shorter version focuses on key principles and provides an excellent foundation or refresher with a strong emphasis on diversity issues.

Videotaping

Participants who wish to devote one extra hour of their time on a second day can be videotaped while conducting mini-interviews and then receive a personal critique from the seminar trainer.

Seminar Licensing

Training your own internal trainers lowers individual participant costs by more than half, saves busy human resources staff from creating an internal program from scratch, provides a more tailored format, and permits scheduling seminars at your convenience. In-house trainer certification requires attendance at an initial seminar, then mastery of our companion Leader's Guide. Trainers present the program back for critique, feedback and certification by Management Team Consultants, Inc.



motivation

Experience

“Very informative, thought-provoking. Brought ideas out on how to reach a deeper level during an interview.”

Diane Warkenton, Employment Manager, Apple Computer



Since 1982, we have helped hundreds of companies gain a competitive edge in their interviewing, selection and hiring practices. We serve a broad cross-section of organizations, from Silicon Valley start-ups to major Fortune 500 companies. Our clients include world leaders in financial services, technology, manufacturing, law, management consulting and executive search.

Company Principals

Jim Kennedy

Founder and president of Management Team Consultants, Inc., Jim Kennedy is a leading authority on selection interviewing. Kennedy has spent many years training seasoned professionals to interview more effectively. He is the author of *Getting Behind the Resumé – Interviewing Today’s Candidates*, and his ideas appear frequently in the Wall Street Journal and other publications. No newcomer to intercultural training issues, Kennedy is the former Director of Human Resources for J. Walter Thompson, an international advertising agency.

Kennedy is a graduate of Stanford University and the Harvard Business School Middle Management Program, and was formerly Manager of Employment for Kraft Foods.

Anna Everest

Vice president of Management Team Consultants, Inc., Anna Everest is an instructional program designer and skilled seminar trainer, as well as a co-author of many articles on interviewing culturally diverse candidates. She draws on her own diverse background and many years of business experience, including KPMG Peat Marwick, to help companies respond to today’s interviewing and selection issues.

Everest has degrees in Business Administration from San Francisco State University and Psychology from University of Colorado and a Master’s degree in Human Resources and Organizational Behavior.

Company Trainers

Our nationwide network of trainers is carefully selected and trained by our Principals. They are highly educated, many holding advanced degrees, and have hands-on recruiting and interviewing experience at major Fortune 500 companies. Our trainers have delivered our seminars across the country and around the world.

“The facilitation skills and delivery were excellent with good use of humor and pace.”

Roger Jones, Principal, Korn/Ferry International-London

Scheduling

Scheduling a Seminar

To schedule an Interviewing Today’s Workforce seminar at your company, or for more information about cost, materials or program customization, please contact us:

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