Accelerator

Selecting for Success

LEARNING JOURNAL

NAME

Accelerator Solutions helps organisations achieve positive business results through customer service leadership.

We do this through a range of solutions focused on Training & Development, Research & Consultancy.

Our Research team provides insight into changes that will have a positive impact. Our Training & Development team helps build attitudes, skills and behaviours that make the service difference.

We're friendly, flexible, and hands on working to make sure that our input has a direct and lasting impact.

We help bring pace to change and take pride in delivering on our promises.

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Selecting for Success

The Hook

Why work at Berkeley East Thames?

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CV Example

	MARIA GUTIERREZ
AREAS OF EXPERTISE	**PERSONAL SUMMARY**
Advanced MS Office Call Handling Issue Resolution Database Management	Customer service professional with ten years experience in front facing and call centre environments. A people person with good communication skills. Works hard and strives to deliver to high standards. Looking for a new challenge to take the next step in career.
PERSONAL SKILLS	**WORK EXPERIENCE**
Spanish speaking Full driving licence Level 1 Counselling	Foxtons Estate Agents – Jan 17-Present (London) Receptionist / Office Manager Responsible for reception and office duties for busy estate agents Answering phone Dealing with walk-in enquiries Updating database Office management
CONTACT DETAILS	
Maria Gutierriez 12 Newland Ave Putney London SW15 5BL 07746 342918	RAC – Jun 15-Dec 16 (Bristol) Customer Service Representative (call centre) Handling customer service enquiries Updating database Taking notes meetings Proccessing insurance claims
REFERENCES	
Available on request	BLS – Bath Language School – Jan 11-Sept 14 (Bath) Receptionist / Admin Assistant Answering phone Dealing with students and tutors Admin duties
QUALIFICATIONS	**KEY COMPETENCIES**
8 GCSE's NVQ Level 3 Customer Service	Customer focussed Good listener Problem solving Organisation and time management Calm under pressure

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Reviewing CVs

Appearance

Content

Other

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Nine Protected Characteristics

Equality Act 2010 9 protected characteristics
1.
2.
3.
4.
5.
6.
7.
8.
9.

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Interview Questions

Job requirement	Language to avoid	Selection method
Fluent English	Where are you originally from? What is your native language?	
Weekend working	Have you got, or are you planning to have a family?	
Heavy lifting	Aren't you a bit too old to cope with the demands of this job?	
Working hours	Do you follow the Jewish calendar?	

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Unconscious Bias

Avoiding bias:

A ‘structured interview’ means that:

1. questions are planned carefully before the interview
2. all candidates are asked the same questions
3. answers are scored using a rating system
4. questions focus on the attributes and behaviours needed in the job
5. Needs to be a balanced interview

What bias can I see in myself?
What can I do to avoid this bias?

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Selection Methods

Knowledge	Attitude
Skills	Habits

Knowledge / Skills	Attitudes / Habits
Qualifications Experience	Behavioural competencies Values

What skills / behaviours an I looking for in the candidate?

What selection methods could I use to gain evidence?

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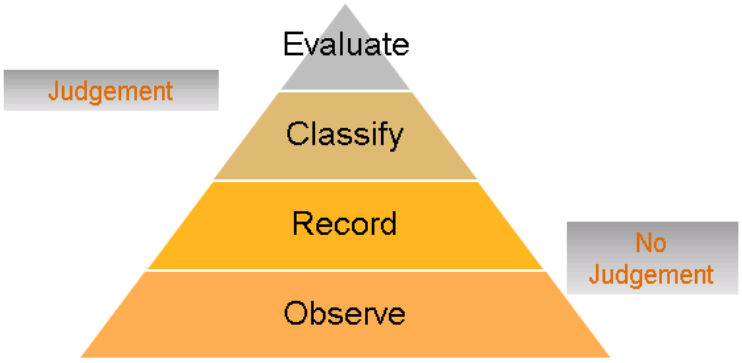
ORCE



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STAR

Question – Describe a time when you had to plan and prioritise you work? Tell me how you did this?

Situation: *'I was simultaneously managing four client research projects'.*

Task: *'I had to ensure that we met the project milestones and regularly monitored progress'.*

Action: *'I set up individual project plans with deadlines to achieve short term actions and longer term milestones'. I set up a regular system of reminders in my calendar for me to check progress against the project plans. I set up weekly contact calls with my team and the client…'*

Result: *'Three of the projects went smoothly and the results were achieved on time. We had some problems with the other project so we had to re-set deadlines…'*

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Evaluating Answers

Question – When you worked at Company X, how did you work with your team to make sure the project was delivered to the programme.

Answer: *''Well the programme was very tight, so it meant there was no room for people not pulling their weight. I met with the teams on a regular basis and made sure they knew the deadlines and what I expected of them. I let the good ones get on with it, the others I would have to check in with more often. They would come up with all sorts of excuses why something couldn't happen on time. A lot of the time, they just needed telling to get on with it. Some of my team didn't like my style, but that is the way I am and I am not going to change now.'*

What rating would you give them?

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Interview Tips

Top Tips for Virtual Interviews

- Check your background beforehand (lighting, view, distractions)
- Practice using zoom, MS Teams, Skype etc.
- Have more than one interviewer
- Silence your phone
- Ensure your laptop is charged
- Ensure you have a professional name display
- Look into the camera when speaking
- Check the internet connection and explain to interviewees what you will do if it fails

Preparing for a Structured Interview:

Contact the recruitment consultant

- Get feedback
- Find out if the interviewee needs any special requirements for the interview
- Read the CV and highlight areas for questioning

Plan

- How much time do you need
- Where / how will the interview take place?
- When the interview will take place?
- Who will conduct the interview?

Prepare

- Your selection criteria / job description
- An outline structure for questions covering - CV – Experience, qualifications, gaps, concerns
- Competencies and values
- Basics – hours, location, salary and benefits
- Consider diversity issues

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Interview Tips

Opening the Interview

- Introductions and welcome
- Ice-breaking questions
- Explain the recruitment process
- Describe the job
- Set expectations of the sorts of questions / selections methods you will use and how they should respond
- Tell them you will be taking notes / recording the call
- Ask them if they have any questions before you begin your questions

Closing the Interview

- Give them an opportunity to ask more questions
- Tell them what the next steps are
- If it is a second interview consider showing them their work environment & meeting the team
- Thank them for their time

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Interview Decision Scenarios

Scenario 1

You like two candidates. One has more experience, but the other candidate provided better examples and answers to your question. What do you do?

Scenario 2

You have interviewed 5 candidates, but none of them meets your expectations in terms of their experience or attitude etc. What do you do?

Scenario 3

You have been recommended a candidate from another division of Berkeley, however you have heard some negative things about them. What do you do?

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Making Good Decisions

- Avoid snap judgements and decisions
- Base your decisions on the evidence (the interviewees answers) and their behaviour during the interview / selection method
- Be aware of personal bias
- Take time after the interview to evaluate the answers carefully
- Reflect on the answers / evidence with others involved in the process
- If there is a deadlock over 2 or more candidates consider asking them to take another assessment or another interview (with further questions)
- Think to the future

If in doubt don't recruit!

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