

HR Skills

Learn the HR essentials with this course.

No Modules: 4

Duration: 60min

Level: Introductory

Module 1: Hiring Right First Time

What's covered?

Hiring the wrong person for the job costs both time and money. Good preparation is the key to an effective interview. This module looks at the importance of thinking through what you want to achieve and how you'll achieve it by using the ABC technique. We will guide you through the interview process, providing you with useful tips for choosing the right candidate for the job.

Module 2: Dealing with Conflict

What's covered?

This module explores the reasons for conflict, how to handle it and most importantly how to resolve it.

Module 3: Appraisal Interviews

What's covered?

Appraisal interviews aim to ensure individuals are committed and motivated to achieve the organisation's objectives, while maintaining their interest in the job. This module looks at the preparation required for the interview and the importance of questioning, listening and observing. The start of the interview is crucial to its outcome as first impressions are made within a few minutes, this module explores both the opening and closing of the interview.

Module 4: Tips for the Interviewee

What's covered?

Interviews provide an opportunity for employers to see which applicant is right for a job and allows interviewees to determine if the role is right for them. This module explores the different types of interview and what you must do to prepare for one. First impressions count, so this module will provide you with some useful tips for making a good impression on the day. While the questions in an interview will vary according to the industry, organisation and role, a few are standard. We will explore some of these questions and the responses to them.