



Track Training Services (UK) Ltd
“Developing People - Developing Business” *TM*

Track Training Tips Number 4.

‘SURVIVAL IS NOT COMPULSORY’ (Deming)

Since Quality and Price just get you onto the starting line, what is it that keeps your customers coming back for more? The Intellectual Capacity of your organisation – that’s what! In other words – the ability of your managers and staff to carry out their tasks.

Where does this start? Well – at the very beginning!

HOW TO: RECRUIT AND SELECT THE RIGHT STAFF:

1. Conduct a **Job Analysis** to identify exactly what you want from the vacant position – this results in
2. an accurate **Job Description** (roles and responsibilities) and a **Person Specification** (knowledge, skills, abilities)
3. Place the **advert** in the right place at the right time to attract the right candidates
4. **Shortlist** from the applications received against your essential criteria
5. **Prepare for the interview** – never allow untrained people to interview, ever!
6. **Conduct the interview** – ask your questions, answer theirs.
7. **Review your notes** – objectively, consistently and without bias.
8. **Select** the best candidate.
9. Prepare **Induction and Training**.
10. **Review** your processes.

These are the basics – without them you may as well just toss a coin! Why bother? Because it costs 3.5 times the starting salary to recruit a new member of staff. Get it wrong and you have to start all over again.

Like to know more? Give me a call.