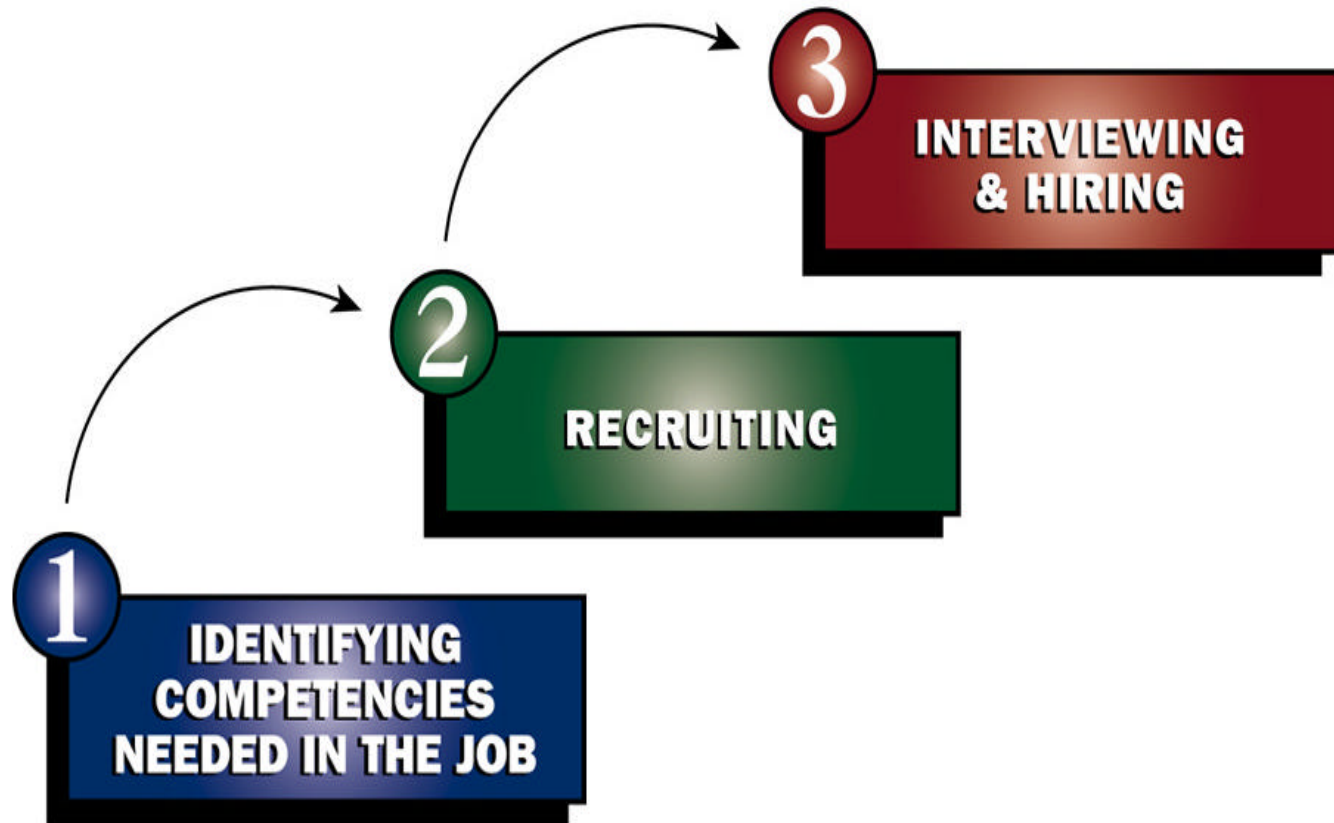


Course Objectives

After completing this course, you will be able to:

- Identify “red flags” on applications.
- Ask open-ended questions that focus on competency-based behavior.
- Use probing questions to clarify applicant’s answers.
- Recognize legal and illegal interview questions.
- Make a hiring recommendation based on interviews with the applicant.
- Script and conduct a job offer to a candidate.
- Develop a plan to improve your interviewing skills.

The Selection Process





Competencies are

behaviors, skills,
knowledge, and abilities

that in the right combination and
for the right set of circumstances
predict superior performance.

Helzberg Diamonds Competencies

- Customer Service
- Effective Thinking
- Personal Accountability
- Leadership
- Integrity
- Communication