

Enhancing In-House Structured Interview Training



Kelly Services offers recruitment, outsourcing and consultancy services with temporary, contract and permanent staffing solutions for a range of industry sectors, including office, industrial, human resources, executive management, contact centre and information technology. Kelly also provides a host of tailored business solutions, to provide expert support and assistance in all aspects of recruitment and workforce management.

THE CHALLENGE

Kelly Services sought to enhance their in-house structured interview training programme. Kelly Services regularly delivers structured interview training to its consultants to ensure their capacity to provide expert support and assistance for clients during the recruitment process. Kelly Services sought to engage OPRA to ensure that its programme remained up to date with best practice interview principles and requirements.

OPRA'S SOLUTION

OPRA delivered a structured interview workshop with Kelly Services' national facilitator. This workshop covered processes and practices related to both behavioural based and situational interviews. More specifically, this training covered: developing behavioural and situational interview questions, follow up questioning, evaluating collected interview information, panel interviews, whanau interviews, legal considerations, and the use of competency-based interview software.

RESULTS

Kelly Services had an opportunity to ensure the content of their in-house structured interview training programme was up to date with latest findings and best practice processes and procedures. In doing so they are able to help clients:

- Reduce selection errors
- Increase the ratio of high performing employees appointed
- Deliver a professional and positive experience for all candidates encountered

"The content in the OPRA workshop has now been integrated with our existing training material on behavioural interviewing for new recruitment consultants. The practical tools and techniques provided by OPRA in relation to behavioural interviewing have been beneficial for ensuring our selection processes are up to date, thorough and correctly evaluate the desired skills. Paul Wood used a consultative approach to identify our needs for the training and followed up to provide further resources and research. I could tell that OPRA truly cared about ensuring the training provided would lead to the business outcomes we were seeking. "

Tracey Smith
Trainer & Quality Consultant