

MRS Training Program

In Partnership with Swinburne University of Technology Sarawak Campus

PERIODICAL
MRS 1 / 2018
BAYARAN POS JELAS
PEJABAT POS BESAR
KUCHING, SARAWAK
NO. SWK 15
PPK368/10/2012(031369)



AN INTERNATIONAL CERTIFICATION

The Certified InterviewPRO[®]

for technical & non-technical jobs



Do You
Agree ?

Recruiting the right employees for the right jobs is critical?

If not done right, there may be dreadful consequences eg downtime, incidents, job misfits, incompatibility issues, retraining, layoffs, resignations, grievances, industrial actions, morale issues, low productivity and many others?

With such alarming consequences, the person(s) tasked with recruitment should therefore be duly certified as a competent interviewer and recruiter?

If you **AGREE** to all the 3 questions, we invite you & your colleagues to join this
International Certification Program.

Facilitated by **2** Industry Specialists!

The **1st 35**
participants get

a complimentary PDA package (worth RM499):

(Personality & Behavioral Profile, Job Fit Report & Competency Report)

If companies sending more than **1** person, each gets **3** extra reports

(Group Job Fit, Group Trends & Leadership Matching)

Managed by



Certification by



Introduction

The aim of this Certification program is to ensure all personnel tasked with the responsibility of interviewing and recruiting for their respective departments, divisions and organization-wide are competent and duly certified.

They will be equipped with the latest and relevant knowledge, skills matrix and techniques to ensure the right people for the right job (technical and non-technical) are being recruited.

They will learn to recruit people that shares the organisation's short, mid and long-term business operations, goals and objectives.

Course Objectives & Learning Outcomes

- Understand the Selection System and how it works
- Craft a Systematic Competency Based Job Description (technical & non-technical jobs)
- Develop Behavioral Based Questions using the STAR Technique
- Use effective Probing skills during interview sessions
- Harness the various types of assessment tools
- Conduct effective interviews
- Evaluate the entire Interview exercise
- Determine the right person for the right job
- Mindful of market demand & supply, generation gaps and cultural diversity

Admission Requirements

- Possess a recognized Diploma or Degree in any discipline from Institutions of Higher Learning or Universities with at least one (1) year working experience; OR
- Any individual who is interested in upskilling oneself to become recognized as a competent and professional interviewer and recruiter with at least two (2) years working experience.



Organisation & Employee's Return on Investment

Jim Collins-author of 'Good to Great & Built to Last:'

Right People on the Bus, Wrong People off the Bus and the Right People in the Right Seats

What happens when the Right People are on the Bus?

Employee	Job Satisfaction	High Morale	Productive
Employer	Profitable	Happy Customers	High Talent Retention

SPOT true talent & learn the tips to make them stay!

Course Schedule

Duration
3 days

Time
9.00 a.m. - 5.00 p.m.

Medium of Instruction

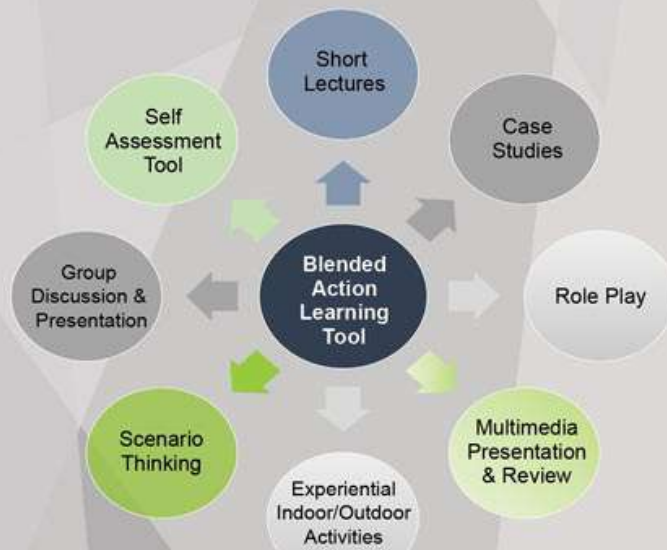
English
Bahasa Malaysia
(English proficiency will be an advantage)

Target Beneficiaries

All Managers, Executives, Officers and Supervisors who are tasked with the responsibility of interviewing and selecting new employees.

Course Assessment

This Certification program is designed to give the participants enhanced learning through the use of a variety of activities; individual and group exercises, assignments, project papers, presentations, role plays, mock interviews, video sessions and many others. The sessions will be extensively interactive to optimize the experiential learning process. Each participant will leave with a personal development plan on how they can use the learning tools. The Certification Program adopts a blended learning style to get participants to be highly involved in the certification process. The program comprises of 30% theory and 70% hands on practice sessions.



Interested in organizing this program
as In-House Certification Training??
Please email mrs@mrstraining.com
WhatsApp 013-810 3838

Course Structure & Content

MODULE 1 The Selection System <i>Recruitment & Pre-selection System</i>	Assessment/ Activities	MODULE 4 The Art Of Probing <i>Understanding The Need For Probing</i>	Assessment/ Activities
<ul style="list-style-type: none"> Gap Analysis Job Description Job Analysis process Understanding job expectation and needs Identifying competencies Linking business strategy to competencies <p>The Selection System: Recruitment</p> <ul style="list-style-type: none"> Defining the selection system Competency coverage grid Justifying the selection system Selection system SMART objectives 4 phase selection model 	<ul style="list-style-type: none"> Pre-Evaluation Group presentation Case study Quiz Assignment 1 	<ul style="list-style-type: none"> What is a probe? Uncovering skills of probing The need to go beyond accepting facts at face value Why are you probing? Three things to uncover through probing Qualifying answers in SMART format Examples of smart and dumb sales fact finding probe Seven examples of hiring/appraisal interview probe questions 	<ul style="list-style-type: none"> Group discussion Video Assignment 4
MODULE 2 Competency Based Job Description Development	Assessment/ Activities	MODULE 5 Assessment Tools & Interview Preparation	Assessment/ Activities
<ul style="list-style-type: none"> Differentiating job description and a competency based job description What are competencies? <ul style="list-style-type: none"> Specific competencies Behavioral competencies Competencies that can be tested: <ul style="list-style-type: none"> Organisational Awareness Organisational Commitment Strategic Thinking Communication Client Focus Relationship Building Teamwork Service Facilitation Leadership Innovation Self-Management Impact and Influence Resource Management Organisational values, vision and mission Writing a competency based Job Description (JD) Developing the matrix Converting the JD to interview evaluation form 	<ul style="list-style-type: none"> Video and group presentation Writing a competency based JD & an Evaluation Form Competency Framework Mock Interview 1 Assignment 2 	<ul style="list-style-type: none"> Assessment tools <ul style="list-style-type: none"> IQ & EQ test Case studies Problem Solving Test – Personality, Attitude, Aptitude Practical test Demos General Knowledge Simulation Test The interview guide Using the guide for effective note taking Checklist Body language guide Grooming Vetting the resume and cv Time, room, environment Types of assessments – IQ, EQ, Physical, Knowledge 	<ul style="list-style-type: none"> Mock Interview 2 Video Preparing assessment for an interview session Group presentation Assignment 5
MODULE 3 Behavioral Based Questions & STAR Technique	Assessment/ Activities	MODULE 6 Conducting The Interview	Assessment/ Activities
<ul style="list-style-type: none"> Behavioural based questions How to write behavioural questions Linking behavioural questions to competencies Linking behavioural questions to JD and resume What is STAR technique? Asking behavioural question using STAR Answers to STAR 	<ul style="list-style-type: none"> Writing Behavioral Question Exercise Assignment 3 	<ul style="list-style-type: none"> Opening the interview Pacing the interview Building and maintaining rapport Techniques for maintaining candidate self-esteem Asking the RIGHT questions Collecting details Follow-up probes Closing the interview Types of interview Handling Gen Y's WIIFM questions 	<ul style="list-style-type: none"> Video and discussion Panel Interview session Assignment 6
		MODULE 7 Evaluating The Interview & Reference Checking	Assessment/ Activities
		<ul style="list-style-type: none"> Evaluating the interview Sharing information with others Establishing qualified candidates Determining who gets the Job Preparing summary report 	<ul style="list-style-type: none"> Final Exam Using evaluation form Summary report Final Mock Interview session Assignment 7

ASSESSMENT

Assignments	: 40%
Class Activities	: 30%
Final Exam	: 30%

GRADING SYSTEM

Excellent	: >85%
Good	: 70-84
Average	: 60-69
Pass	: 50-59
Not Competent	: <50%





MRS greatly supports the "lifelong pursuit of learning". Whether you are new to the workplace or have years of experience in your career, you are never too young or too old to learn & re-learn! Hence, we are offering two other exciting certification programs. Upon completion, you will be awarded a Certificate of Competence by the respective universities.

**UP-SKILL
YOUR ADMINISTRATIVE
PROWESS**

**THE CERTIFIED
ADMINPRO IN MANAGEMENT©**

Admin professionals do so much these days! They are the bridge between their bosses and organisation to manage everyday surprises and juggle multiple tasks at once. Our program is carefully crafted to ensure that you have quality tools & techniques to be more productive at work & manage your bosses' expectations well!

For further information:

MRS Management Sdn Bhd

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Sarawak, Malaysia

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F : +6082-458 248

**The Certified
MANAGERIAL PROGRAM©**

Pressure from the top, dissatisfaction from the bottom & you are caught in the middle? Grow your knowledge and skills of people management & soon managing will be a breeze! This program has been designed to enable current & future managers to sharpen key management skills! Wait no more!



www.trainingprovider.org

Information provided in this course guide is relevant at the time of publication.

The organiser reserves the right to make any amendments that are deemed necessary in the best interest of the course.

Please tick

☐ Kuching (April 23-25, 2018)

☐ Kuala Lumpur/ Selangor (August 13-15, 2018)

☐ HRDF SBL - KHAS Scheme

☐ HRDF SBL Scheme

☐ Normal

Name :

Position :

Email :

Mobile Phone :

Name of immediate supervisor :

Position :

Name :

Position :

Email :

Mobile Phone :

Name of immediate supervisor :

Position :

Name :

Position :

Email :

Mobile Phone :

Name of immediate supervisor :

Position :

Company Name :

Company Address :

Postcode :

State :

City :

Contact Person :

Tel :

Fax :

Email :

Position :

We are enclosing a cheque no made payable to MRS Management Sdn Bhd amounting to RM

for the above registration(s).

(Please photocopy for more registrations)

Upon submission of this form, I confirm I have read and accept the terms and conditions of the registration. Please attention invoice to

Name :

Position :

Email :

Tel : Fax :

SIGNATURE & COMPANY CHOP/STAMP

Date

ADMINISTRATIVE DETAILS

1. LOCATION

2. VENUE

3. DATE

4. CLOSING DATE

5. REGISTRATION FEES/ PARTICIPANT:

NORMAL RATE	RM 4350
INTERNATIONAL PARTICIPANTS	USD 1050

*Fee is not inclusive of 6% GST

TERM & CONDITIONS

1. Outstation participants are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.

2. Payment, Confirmation & Admission

An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A letter of Undertaking may be acceptable with prior notice and consent.

3. Substitution/Replacement of Participants

Substitutions are allowed at no extra charge provided MRS is notified in writing at least 10 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge thereto

The **1st 35** participants get

a complimentary PDA package (worth RM499)
Management & Technical Training, Job Fit Survey & Competency Assessment
If companies sending more than 3 persons, each gets 3 extra reports
(Group Job Fit, Group Trends & Leadership Matching)

4. Cancellation of Participation

For Paid Registrations

30 days before course : Full refund or transferable
14 days before course : Refund minus 15% admin fee or transferable
Less than 14 days before course : No refund but transferable
No show : No refund and not transferable

For Unpaid Registrations

30 days before course : No applicable admin fee
14 days before course : 15% admin fee chargeable
Less than 14 days before course: Full fees chargeable and transferable
No show : Full fees chargeable and not transferable

* Transferable - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value.

6. Postponement

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and hold MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

7. Permanent Cancellation

In the event of a permanent cancellation by MRS of this course and provided it is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and hold MRS harmless from any cost incurred.

8. I have read and consent to MRS processing our registration data in accordance with the Personal Data Protection Notice posted on www.trainingprovider.org. As such, I have discharged my responsibility of ensuring the information I provided herein is the most up-to-date information as possible.

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