

OTHER NEW COURSES

Conducting an Effective Job Interview, Part 2

This class discusses the various employment laws in relation to the recruiting and hiring of employees. Participants will learn how to apply the basic requirements of employment laws while developing a greater understanding of how to avoid discriminatory practices in the workplace. This course is the second in a series of job interviewing courses provided by CPTP. Conducting an Effective Job Interview, Part 1, is a pre-requisite for this course. This course is designed for managers and supervisors who are in supervisory groups 2 and 3.

JOB OUTCOMES

- Takes an active role in recruiting and retaining staff.
- Uses human resources practices that promote good employee relations in the workplace.
- Keeps current with laws, regulations, policies, trends, and other developments that impact the work group.

LEARNING OBJECTIVES

- Apply the basic requirements of employment laws to specific work-related situations.
- Identify the legal implications of using social networking web pages for applicant information. Demonstrate knowledge of how to conduct an interview free of discrimination.
- Prepare for job applicant's questions during the interview.
- Evaluate current documentation and develop an action plan for the improvement of recordkeeping.
- Open a behavior-based interview using the necessary dialogue and nonverbal cues, thereby establishing the tone for the interview.
- Develop an effective structuring statement.
- Practice opening a behavior-based interview, and taking notes during an interview.
- Recognize different interview responses to interview questions, and apply techniques to obtain the required information.
- Record applicant responses during a behavioral-based interview process.
- Effectively rate applicant responses.
- Rate candidate responses to determine the best candidate for the job.
- Recognize and avoid rating errors.
- Properly complete the Candidate Scoring Form.

Self-Motivation in the Workplace

This 1-day course will help participants examine how to be more motivated in the workplace. Participants will use this course as an opportunity to identify ways to build a sense of meaningfulness into their working environment. Participants will also learn how to anticipate the implications of words and actions within work group settings. They will be able to understand how a motivated employee's work performance positively impacts productivity within the organization.

(Note: Portions of this information is also included in the CPTP course "Professionalism and Productivity.")

JOB OUTCOMES

- Creates and supports a work environment which encourages quality service to the public.
- Demonstrates a personal commitment to provide quality service to the public.

LEARNING OBJECTIVES

- Discover ways to create a work environment that motivates individuals.
- Assess your needs in order to motivate yourself at work.