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Nota di contenuto	Front Cover; Securing the Right People Super Series; Copyright Page; Contents; Workbook introduction; 1. ILM Super Series study links; 2. Links to ILM qualifications; 3. Links to S/NVQs in Management; 4. Workbook objectives; 5. Activity planner; Session A: Filling a vacancy; 1. Introduction; 2. Recruitment policies; 3. The recruitment process; 4. A vacancy exists; 5. Starting the recruitment and selection process; 6. Analysing the job; 7. Job descriptions; 8. Person specifications; 9. Job specification; 10. Getting approval; 11. Attracting the applicants; 12. Employment law; 13. Summary Session B: Making the right choice1. Introduction; 2. Why do we interview?; 3. Preparing for the interview; 4. The functions of the interviewer; 5. Interview format; 6. Welcoming the interviewees; 7. Asking questions; 8. Keeping to a natural sequence; 9. Taking notes; 10. Rounding off the interview; 11.Assessing the candidates; 12. Following up the interview; 13. Summary; Session C: Helping the new employee; 1. Introduction; 2. Preparing for the new employee; 3. Before the employee arrives; 4. On the day the employee arrives; 5. Individual needs; 6. Retaining your staff; 7. Developing staff 8. SummaryPerformance checks; 1. Quick quiz; 2. Workbook assessment; 3. Work-based assignment; Reflect and review; 1. Reflect

and review; 2.Action plan; 3. Extensions; 4. Answers to self-assessment questions; 5. Answers to the quick quiz; 6. Certificate

Sommario/riassunto

Annotation