

Recruiting and Retaining staff

– a course for line managers, team and owner operators



Recruitment and selection is an expensive and time consuming process which needs to be done fairly and objectively. Mistakes made by managers can prove costly if issues of compliance are overlooked, but the costs of getting the wrong person for the role are even greater.

Getting an effective team together is just the starting point. With tight labour markets and high recruitment costs the ongoing challenge to retain and manage talent has never been greater and much of the responsibility for this lies with the line manager. Even with an established team, over time capabilities change and jobs evolve so getting the best from the members of your team requires constant effort.

The one-day course provides tools and techniques needed to improve selection and retention within your team, and the awareness and knowledge needed to ensure compliance with legal requirements and your organisation's policies.

The course objectives:

- Identify the roles and profiles that are needed in your team
- Use a range of techniques and tools to support the selection of suitable candidates
- Use available sources to identify the latest rules and advice to ensure compliance with legal and regulatory requirements during recruitment, selection and retention
- Discuss current recruitment and selection policies and ideas for improvements at team and company level with HR
- Understand the factors that influence people's satisfaction with a job and retention levels and make recommendations for improving this within your team

Course leader



Susie Brindley is the MD of Willow and has over 20 years experience of development and delivery of tourism training across the North of England and is a Regional Master Trainer for Welcome to Excellence.

She is also a Profit through Productivity Coach and an Excellence through People Assessor, as well as an accredited trainer certificated by the Institute of Leadership and Management.

Susie also is qualified as an NVQ Coach and Internal Verifier.

This course is aimed at line managers, team and owner operators who need to bring high performing teams together quickly, or who are working with teams where recruitment is particularly difficult.