

# Hiring Top Performers for



100% Chapter

# High Impact

#### Held by the Central Florida Human Resources Association Sponsored By AAA

#### November 09, 1999 at the Raddisson Hotel Downtown

You know that hiring well is your best competitive advantage. You know that hiring mistakes have a devastating and expensive impact on your company. You know that looking at skills alone is not enough.

#### Now get the tools you need to make you hire Top Performers!

Carol Quinn of The Hire Authority will demonstrate through this workshop new and innovative interviewing techniques that can improve your ability to predict an applicant's future job performance

Nina Hammond, Vice President of Professional Development for the chapter will recap the session with a review of retention and compensation practices for the new millenium. Understand how to motivate the new work force and keep them.

#### Discuss exciting new ideas in practice throughout the country.

Registration will begin at 7:30 am. The workshop will begin at 8 am. Continental Breakfast will be provided

	for High Impact						
Memberships/Affiliations (circle one): SPHR	PHR	CFHRA SHRM					
	CFHRA member	Non Member					
Fees: Early Registration (before Nov. 01, 1999)	\$35.00	\$45.00					
Same Day Registration	\$45.00	\$55.00					
Organization & Name:							
Phone:	Fax:						
Address:							

Mail Registration with check payable to CFHRA and registration form to: Nina Hammond; 151 Wymore Road, Suite 160; Altamonte Springs, FL 32714 For information contact Nina Hammond: 862-0090 OR nhammond@voltjobs.com

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Hierror High VERFORMERS Date 5/13/99 Rate the following: Poor Fair Excellent 2 1 5 1. Overall this workshop was... 1 2 3 2. Usefulness of this workshop... 2 1 3 3. The facilitator, Carol Quinn was... A. Effective B. Informative C. Interesting D. Knowledgeable What did you learn from this workshop? 4. Low TO IDENTIFY INTEXNAL AND EXTERNAL ACHIEVES.

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Locus of Control Date 5/ Rate the following: Poor Fair Excellent 3 5 1 Overall this workshop was... 1. 1 Usefulness of this workshop... 2. 3 3. The facilitator, Carol Quinn was... A. Effective B. Informative C. Interesting D. Knowledgeable What did you learn from this workshop? 4. I learned how to better assess info, during the interview process to make a comprehensively butter choice

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Hire authority Date 3-12-99 Workshop Name Rate the following: Poor Excellent Fair 1 2 3 4 5 1. Overall this workshop was... 3 2. Usefulness of this workshop... 3 The facilitator, Carol Quinn was... 3. A. Effective 2 2 2 B. Informative 1 C. Interesting 1 D. Knowledgeable

4. What did you learn from this workshop?

Thank you for participating in the continuing education workshop provided

ate	e the following:					198 _	
	<del>-</del>	Poor 1	2	Fair 3	4	Excellent	
	Overall this workshop was	1	2	3	4	(5)	
	Usefulness of this workshop	1	2	3	4	(5)	
	The facilitator, Carol Quinn was	S			**************************************		
	A. Effective	1	2	3	4	(5)	
	B. Informative	1	2	3	4		
	<ul><li>C. Interesting</li><li>D. Knowledgeable</li></ul>	1	2	3 3 3 3	4 4 4	3	•
	What did you learn from this wo	rkshop	?	·.			
	A new techniq	fue to	odd	240	cus	ert	
	A new technique	ening	met	hoda			

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Worl	kshop Name HIRE HUTA	ority		Date <u></u> ≤	5-12	2-99	
Rate	the following:	Poor 1	2	Fair 3	4	Excellent 5	
1.	Overall this workshop was	1	2	3	4.	(5)	
2.	Usefulness of this workshop	1	2	3	4	(5)	
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable	1 1 1 1	2 2 2 2	3 3 3 3	4 4 4 4	(5) (3) (3)	

4. What did you learn from this workshop?

additional techniques to add to Behavioronal Based Interviews

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Rate	e the following:	Poor 1	2	Fair 3	4	Excellent	
1.	Overall this workshop was	1	2	3	4	(5)	
2.	Usefulness of this workshop	1	2	3	4	3	
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable	1 1 1 1	2 2 2 2	3 3 3 3	4 4 4 4	5000	
4.	What did you learn from this we lack reques to tr	vorkshop air o Low	? ther	Su tervi	peri	usvs G.	

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

	rkshop Name <u>Interviewer</u> USERY ACC e the following:	Poor 1	2	Fair 3		Excellent 5	
1.	Overall this workshop was	1	2	3	4	<u> </u>	
2.	Usefulness of this workshop	1	2	.3	4	<b>(3)</b>	
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable		2 2 2 2	3 3 3 3	4 4 4	5000	
4.	What did you learn from this w Take a little mon Listen for LOC	orkshop'	en i	e ei	nter	veinleg	, Jo

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Hiring Top Performer Date 5.12.99

Rate the following:

		Poor 1	2	Fair 3	4	Excellent 5	
1.	Overall this workshop was	1	2	3	4	<b>(5)</b>	-
2.	Usefulness of this workshop	1	2	3	4	3	
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable	s 1 1 1	2 2 2 2	3 3 3 3	4 4 4 4	\(\s\)	

4. What did you learn from this workshop?
Understanding Locus of Control is an indicator of performance can improve hiring descions.

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Wor.	Workshop Name Alieng Top Performers one 5/12/99 Interviewing - Best Practices									
Rate	the following:	Poor 1	Fair 2 3	Excellent 4 5						
1.	Overall this workshop was	1	2 ) 3	4 (5)						
2.	Usefulness of this workshop	. 1	2 3	4 (5)						
3.	<ul><li>The facilitator, Carol Quinn w</li><li>A. Effective</li><li>B. Informative</li><li>C. Interesting</li><li>D. Knowledgeable</li></ul>	as 1 1 1 1	2 3 2 3 2 3 2 3	4 (5) 4 (5) 4 (5) 4 (5)						
4.	What did you learn from this was to better interviewing of	workshop	pply per	effective						

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Hiring Top Performen Date 5-12-99

#### Rate the following:

Itaa	aic ione wing.	Poor 1	2	Fair 3	Excellent 4 5
1.	Overall this workshop was	1	2	3	4 5
2.	Usefulness of this workshop	1	2	3	4 5
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable	as 1 1 1 1	2 2 2 2	3 3 3 3	4 (5) 4 (5) 4 (5)

4. What did you learn from this workshop? Allot beganding the differences and being able to tell who is alnoweredly motivated.

5. What other topics would be of interest to you for future workshops?

How to deal with disciplining an Employee in a way that motherates them to Improve.

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

ate the following:	D				<b>.</b>
	Poor 1	2	Fair 3	4	Excellent 5
Overall this workshop was		2	3	4	(3)
was a second was a		2	. J		
Usefulness of this workshop	1	2	3	4	(5)
The facilitator, Carol Quinn	was				
A. Effective		2	3 3 3	4	<b>(3)</b>
B. Informative	1	2	3	4	(5)
<ul><li>C. Interesting</li><li>D. Knowledgeable</li></ul>	1	2	<i>3</i> 3	4	(3) (3)
What did you learn from this	s workshop	?			
How to be	Her as	sses	SS C	sver	all
0.17	2 Shile	٠ -	notiv	ation	for forman

5. What other topics would be of interest to you for future workshops?

Special Needs Hirting (i.e. hardicapped, wiscally improved)

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Hiring High Peer. Date 5-12-99

#### Rate the following:

		Poor 1	2	Fair 3	4	Excellent
			. <b>.</b>			
1.	Overall this workshop was	1	2	3	4	6
2.	Usefulness of this workshop	1	2	3	4	(3)
3.	The facilitator, Carol Quinn was A. Effective B. Informative C. Interesting D. Knowledgeable	3 1 1 1	2 2 2 2	3 3 3 3	4 4 4 4	(G) (G) (G) (G) (G) (G) (G) (G) (G) (G)

What did you learn from this workshop? 4.

BETTER hiring techniques of that Skius ARENIT THE MOST IMPORTANT ISSUE.

5. What other topics would be of interest to you for future workshops?

HIRING DEMO WOULD BE INTERESTING.

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Hiring ToP Performers Date 5/1/99

Rate the following:

		Poor 1	2	Fair 3	4	Excellent 5
1.	Overall this workshop was	1	2	3	4	(5)
2.	Usefulness of this workshop	1	2	3	4	(5)
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable	s 1 1 1	2 2 2 2	3 3 3	4 4 4 4	(5) (5) (5)

4. What did you learn from this workshop?

How to assess an individuals motivation as an indicator of job performance

5. What other topics would be of interest to you for future workshops?

more indepth Interviewing skills

by H and g	Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!							
Worl	shop Name /nferviaser	Tvar.	ning	Date_	5//	2/99		
Rate	the following:	Poor 1	2	Fair 3	4	Excellent 5		
1.	Overall this workshop was	1	2	3	4	(5)		
2.	Usefulness of this workshop	1	2	3	4	5		
3.	<ul><li>The facilitator, Carol Quinn wa</li><li>A. Effective</li><li>B. Informative</li><li>C. Interesting</li><li>D. Knowledgeable</li></ul>	s 1 1 1	2 2 2 2	3 3 3 3	4 4 4 4			
4.	What did you learn from this we Mostly "strategies of more products" fue goal is and I hope Ca	"on s	hon iskr u c	to view ish	Con ful hel	duct HIRE,		
5.	What other topics would be of i	nterest	to you	for fu	ture wo	orkshops?		
	1.) Employment  policies of  po	prol. prol. plu	edu. edu AN	res. Tas	pre ? )/7/	tue r HSTM	55	

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Hiaing High Renformers Date 5-12-99

Rate the following:

		Poor 1	2	Fair 3	4 <sup>4</sup>	Excellent 5	
1.	Overall this workshop was	1	2	3	( <del>4</del> )	5	
2.	Usefulness of this workshop	1	2	3	Q	5	
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable	1 1 1 1	2 2 2 2	3 3 3 3	4 4	5 5 5 5	

4. What did you learn from this workshop?

Something to Build on Behavioeal Interviewing,

Locus of Control.

5. What other topics would be of interest to you for future workshops?

MAMBE A COMPANION PIECE TO This

WORKShop -> NOW THAT WE KAVE hired

PISAT, HOW TO dO LAVE THE PROPER

CULTURE/ENVIORMENT/CONDITIONS TO ENSURE

CONTINUED Success,

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Work	shop Name Interviewe Best C	ng-		Date	,	5/12	199
Rate 1	the following:	oor 1	2	Fair 3	4	Excellen	t
1.	Overall this workshop was	1	2	3	4	5	
2.	Usefulness of this workshop	1	2	3/(	4	3	
3.	<ul><li>The facilitator, Carol Quinn was.</li><li>A. Effective</li><li>B. Informative</li><li>C. Interesting</li><li>D. Knowledgeable</li></ul>	 1 1 1 1	2 2 2 2	3 3 3 3	4 4 4	5 5 5 5	
4.	What did you learn from this wor	kshop?		in	P	rom	med skil

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Interviewing Best Practices. Date 5/12/199.

Rate the following:

1.000		Poor 1	2	Fair 3	4	Excellent 5	- -
1.	Overall this workshop was	1	2	3	4	5	
2.	Usefulness of this workshop	1	2,	3	4	5	
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable	1 1 1 1	2 2 2 2	3 3 3	4 4 4 4	9099	

4. What did you learn from this workshop?

5. What other topics would be of interest to you for future workshops?

Note: Sailboat - VS Row boat - Sailboat - Creativily using external energy for best results, speed, & energy. Row boat - not open to using most

by	ank you for participating in the continuing education workshop provided HRABC. Your feedback is important. Please take a moment to reflect give us your reactions. Thank you!
Wc	orkshop Name Hire Autholity Date 5/12/99
Rat	<u>te the following:</u> Poor Fair Excellent
	Poor Fair Excellent 1 2 3 4 5
1.	Overall this workshop was 1 2 3 4 5
2.	Usefulness of this workshop $1   2   3   4   5$
3.	The facilitator, Carol Quinn was  A. Effective 1 2 3 4 5 B. Informative 1 2 3 4 5 C. Interesting 1 2 3 4 5 D. Knowledgeable 1 2 3 4 5
4.	What did you learn from this workshop?  That I need to have others in my Company that actually make the hirthcollection trained in interviewing
5.	What other topics would be of interest to you for future workshops?  Benefits

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!									
Work	shop Name_HRABC			Date	5/1	2/99			
Rate 1	the following:	Poor	6	Fair		xcellent			
		1	2	3	4	5			
1.	Overall this workshop was	1	2	3	4	5			
2.	Usefulness of this workshop	1 -	2	3	4	5			
3.	The facilitator, Carol Quinn was A. Effective B. Informative C. Interesting D. Knowledgeable		2 2 2 2	3 3 3	4	5 5 5 5			
4.	What did you learn from this wo	orkshop?	ho	+ 1 /	ave	Ser	£ (		
5.	What did you learn from this wo LOC is a factor in Corporation of the Should continued what other topics would be of in	POTO hterest to	) or / co you	Y LI So Le For futu	SOT SOT Sorre wor	ews Knoc Now kshops?	w that		

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Interviewer Training Date 5/12/99

Rate the following:

		Poor 1	2	Fair 3	4	Excellent 5	•
1.	Overall this workshop was	1	2	3	4	5	
2.	Usefulness of this workshop	1	2	3	4	5	
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable	1 1 1 1	2 2 2 2	3 3 3 3	4 4 4	5 5 5 (5)	

4. What did you learn from this workshop?

Locus of Control

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Hiring High Terformers Date 5/12/99

#### Rate the following:

	tile reme waig.	Poor 1	2	Fair 3	. 4	Excellent 5	
1.	Overall this workshop was	1	2	3	4	) 5	
2.	Usefulness of this workshop	1	2	3	4	5	
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable	1 1 1 1	2 2 2 2	3 3 3	44	5 5 5 5	

4. What did you learn from this workshop?

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Na	me In Hi	re autho	ority Date 5	1/12/99
Rate the follo	wing:			

		Poor 1	2	Fair 3	E	xcellent 5	
1.	Overall this workshop was	1	2	3	4	5	=
2.	Usefulness of this workshop	. 1	2	3	4	5	
3.	The facilitator, Carol Quinn w A. Effective B. Informative C. Interesting D. Knowledgeable	as 1 1 1	2 2 2 2	3 3 3 3	4 4 4	5 5 5 5	

4. What did you learn from this workshop?

How to identify internal as external job applicants through listening attentively throughout the interview.

5. What other topics would be of interest to you for future workshops?

Note: I felt more time should have been spent on the information given spent on the information the materials in the last hour than the materials presented at the front end of the presented at the front end of the seminar.

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name Interviewer Training Date Rate the following: Poor Fair Excellent 2 1 3 5 4 1. Overall this workshop was... 5 2 3 2. Usefulness of this workshop... 2 3 3. The facilitator, Carol Quinn was... A. Effective 1 2 2 B. Informative 1 C. Interesting 1 D. Knowledgeable

4. What did you learn from this workshop?

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

and §	give us your reactions. Thank you:
Worl	kshop Name Locus Control Date 5/12/99
Rate	the following:  Poor Fair Excellent  1 2 3 4 5
1.	Overall this workshop was 1 2 3 (4) 5
2.	Usefulness of this workshop 1 2 3 4 5
3.	The facilitator, Carol Quinn was  A. Effective 1 2 3 4 5 B. Informative 1 2 3 4 5 C. Interesting 1 2 3 4 5 D. Knowledgeable 1 2 3 4 5
4.	What did you learn from this workshop?
	How to include very simple ideas into my daily schidule.

5. What other topics would be of interest to you for future workshops?

Retaining employees. EEO immigration

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Wo	rkshop Name Hel Authority Date 5/12
Rat	e the following:  Poor Fair Excellent 1 2 3 4 5
1.	Overall this workshop was 1 2 3 9 5
2.	Usefulness of this workshop 1 2 3 5
3.	The facilitator, Carol Quinn was  A. Effective 1 2 3 4 5 B. Informative 1 2 3 4 5 C. Interesting 1 2 3 4 5 D. Knowledgeable 1 2 3 5
<ol> <li>4.</li> <li>5.</li> </ol>	What did you learn from this workshop?  What help to review of the fechinques and ways to interview for the best what date.  What other topics would be of interest to you for future workshops?
	and 1/2 of this workshop that Carol Frailitates vi
	a fell deep

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name "The Kire Authority Date 5/12/99

#### Rate the following:

<u> </u>		Poor 1	2	Fair 3	4	Excellen 5	t
1.	Overall this workshop was	1	2	3	4	5	
2.	Usefulness of this workshop	1	2	3	4	5	
3.	The facilitator, Carol Quinn wa A. Effective B. Informative C. Interesting D. Knowledgeable	1 1 1 1	2 2 2 2	3 3 3 3	44444	5 5 5 5	

4. What did you learn from this workshop?

Now to predict achievement Attitudes & Welaviors.

5. What other topics would be of interest to you for future workshops?

Retaining top Performers.

Thank you for participating in the continuing education workshop provided by HRABC. Your feedback is important. Please take a moment to reflect and give us your reactions. Thank you!

Workshop Name "The Hire Authority" Date 5/12/99 Rate the following: Excellent Poor Fair 5 Overall this workshop was... 1. 5 Usefulness of this workshop... 2. 5 The facilitator, Carol Quinn was... 3. A. Effective B. Informative C. Interesting D. Knowledgeable

4. What did you learn from this workshop?