

Choosing from a pool of applicants the person best suited for the job

- The selection process usually involves six steps:
 Formal application

 - Interview

 - Testing Reference checks
 - Physical exam
 - Analysis and decision

Selection Process

Reliability

- Validity .
- Assessment centres .
- Work sampling

Testing Terms

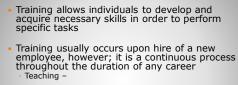
Developing a Quality Workforce

 Orientation is a set of activities that allows new employees to:

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 Socialization Allows new employees to adapt to their new working environments

Orientation & Socialization



- Nursing -
- Emergency response -
- Skilled trades -

Training & Development

- On the Job Training Occurs at work while carrying out regular responsibilities.
- Job rotation is often used to train an individual in a number of different areas.
- Coaching
 - Mentoring
 - Modelling

Off the Job Training

- Completed on an off site location.
- Purpose is to improve knowledge and skills of management
 - Seminars
 - Workshops
 - Conferences

- The processes used in order to evaluate results and plan for future organizational performance.
- Performance appraisals
 - Feedback is provided for improvement.
 - Used to develop quality employees and focus is placed on future performance.
- **Performance Management**

Graphic rating scales

- Behavioural Anchored Rating Scales
- Critical-incident Techniques
- Multi-person Comparisons
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- 360 degree Feedback
 - **Appraisal Methods**