



LESSON 1

COURSE REVIEW & KEY TAKEAWAYS

Introduction: A Journey of Transformation

Over the past two days, we have embarked on a journey to transform your approach to hiring. We have moved beyond the old, gut-feeling-based methods and have embraced a modern, evidence-based approach that is grounded in the science of behavioral interviewing. You have learned a wealth of new skills, tools, and techniques that will empower you to hire smarter, to reduce costs, and to build high-performing teams. In this final module, we will review the key takeaways from the course, create a personal action plan for implementing what you have learned, and celebrate your achievement with a final assessment and certification.

The 10 Core Principles of Smart Hiring

- **Past Behavior Predicts Future Performance:** This is the foundational principle of modern recruitment. The most accurate way to predict how a person will perform in the future is to find out how they have performed in the past.
- **Hire for Attitude, Train for Skills:** You can teach someone a new skill, but you can't teach them to have a positive attitude or a strong work ethic. Prioritize behavioral competencies over technical skills.
- **A Bad Hire Is a Costly Mistake:** A single bad hire can cost your organization two to three times that person's annual salary. Investing in a smart hiring process is a financial necessity.

- **Structure is Your Friend:** A structured, consistent hiring process is your best defense against bias and your best tool for making accurate and fair decisions.
- **The SOAR Method is Your Superpower:** The SOAR method (Situation, Obstacle, Action, Result) is a powerful framework for uncovering a candidate’s past behavior and assessing their problem-solving skills.
- **Probing is Where the Magic Happens:** The initial answer is just the beginning. Use probing questions to dig deeper and to get the full story.
- **Involve the Team:** A collaborative hiring process leads to better decisions and greater buy-in.
- **The Candidate Experience Matters:** Every interaction you have with a candidate is a reflection of your employer brand. Treat every candidate with respect and professionalism.
- **Onboarding is the Bridge to Success:** The hiring process doesn’t end with the offer. A strong onboarding program is essential for setting your new hire up for long-term success.
- **Continuous Improvement is Key:** The world of recruitment is constantly evolving. The best recruiters are lifelong learners who are always looking for ways to improve their skills and their processes.

Activity: The “Aha!” Moment

Take a moment to reflect on your experience in this course.

- What was your biggest “aha!” moment?
- What was the one thing you learned that will have the most significant impact on the way you hire?

Share your “aha!” moment with the group.
