



LESSON 1

COURSE OVERVIEW & THE CASE FOR CHANGE

Introduction: Welcome to the Future of Hiring

Welcome to HR Foundations to Leadership, a comprehensive, two-day interactive experience designed to transform your approach to hiring. In today's competitive talent market, the old rules of recruitment no longer apply.

To build a thriving organization, you need to move beyond traditional, gut-feeling-based hiring and embrace a modern, evidence-based approach. This course will provide you with the skills, tools, and confidence you need to hire smarter, reduce costs, and build high-performing teams.

This is more than just an interviewing course. It is a deep dive into the art and science of modern talent acquisition, with a special focus on the unique challenges and opportunities in the hotel, restaurant, and corporate sectors.

Whether you are a seasoned HR professional or a manager new to the hiring process, this course will equip you with the practical strategies you need to succeed in 2025 and beyond.

Tagline: "Past Behavior Predicts Future Success"

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What You Will Master in This Course

Over the next two days, we will embark on a journey to master the essential skills of modern recruitment. By the end of this course, you will be able to:

Category	Learning Objectives
Smart Money Decisions	◦ Calculate the true cost of a bad hire and the significant ROI of a smart hiring process. ◦ Develop a streamlined and cost-effective hiring process from start to finish.
Modern Recruitment Skills	◦ Write compelling job descriptions and advertisements that attract top talent, especially from the Gen Z and Millennial workforce. ◦ Leverage social media and other modern channels to find and engage with great candidates.
Practical Tools You'll Use	◦ Master the SOAR method (Situation, Obstacle, Action, Result) for conducting powerful behavioral interviews. ◦ Utilize our extensive question banks, interactive interview techniques, and mobile scoring apps.
Advanced Interview Techniques	◦ Confidently handle difficult or challenging candidates.- Accurately read and interpret non-verbal communication across different cultures. ◦ Leverage technology to conduct more effective and efficient interviews.
Legal Protection	◦ Ask the right questions to avoid legal pitfalls and discrimination lawsuits. ◦ Properly document your hiring process to ensure compliance and fairness. ◦ Understand the key employment laws that impact hiring in 2025.
Real-World Application	◦ Apply your new skills through practical, industry-specific scenarios for hotels, restaurants, and corporate offices. ◦ Leave with a complete toolkit of templates, checklists, and resources that you can use immediately. ◦ Earn a valuable certification to recognize your new expertise.

The Case for Change: Why Smart Hiring Matters More Than Ever

The cost of a single bad hire can be staggering. For a hotel, hiring the wrong front desk agent can cost over \$15,000 in direct and hidden costs, including recruitment expenses, training time, lost productivity, and damage to your guest experience. In a restaurant, a poor hiring decision in the kitchen can lead to food waste, slow service, and negative reviews. In a corporate office, a toxic team member can destroy morale and drive away your top performers.

But the impact of a bad hire goes beyond the financial. It can create a ripple effect of negativity that poisons your company culture, erodes customer trust, and hinders your ability to achieve your business goals. In today's transparent, review-driven world, you can't afford to get it wrong.

This course is designed to help you get it right. By investing in a smart, structured, and behavioral-based hiring process, you can:



Reduce employee turnover by up to 50%.



Increase the quality of your hires by 60% or more.



Save thousands of dollars on every single hire.



Build a stronger, more engaged, and higher-performing team.

This is the case for change. The time to invest in your hiring process is now.

Interactive Element: The Cost of a Bad Hire Calculator

Category	Your Estimate (\$)

Discussion Prompt

Before we move on, take a moment to reflect on your own experiences.
Have you ever seen the negative impact of a bad hire firsthand?

- Have you ever seen the negative impact of a bad hire firsthand?
- What were the consequences for your team and your organization?

Share your thoughts in the discussion forum below.