

A 3 Day Seminar

Successful
Completion Will
Qualify You
To Conduct Full
Competency-Based
Interviews.

Location:
Mississauga, ON

Dates:
May 12-14, 2003



COMPETENCY BASED INTERVIEWING FOR TRANSIT

**A Comprehensive Approach To Improving
Your Success Rate In Employee Hiring and
Selection**

Improve Your Selection Process By Using Interview Techniques That Are Accurate, Efficient and Cost-Effective. This Comprehensive Educational Package Is Vital For:

- **Transit Human Resources And Recruitment Staff Who Are Involved In Employee Selection and Recruitment**
- **Transit Managers, Supervisors and Administrative Staff Who Are Involved In The Selection and Hiring Of Transit Staff**
- **Senior Executives and Managers Who Need An In-Depth Understanding Of Effective Recruitment Techniques**

This is a highly intensive, interactive learning exercise, rich in actual case studies and taught by a leading expert in transit recruiting. **Enroll your team and receive our special team enrollment rate!**

Reasons To Attend This Program

- **Recognize** why competency based interviewing is far superior to traditional interviewing techniques
- **Understand** why competency based interviewing more closely matches a candidate's qualifications with job dimensions
- **Learn** how to develop key skills and strategies to conduct competency-based interviewing
- **Discover** how to customize a selection interview to meet specific needs
- **Learn** about job competencies and how they relate to behavioral interviewing
- **Understand** the impacts of human rights legislation on interviewing techniques
- **Explore** how competency based interviewing is legally defensible and prevent post-hiring challenges
- **Discover** why behavioral interviewing improves employee performance

E-COACH: Your Virtual Support System

We know your learning doesn't stop when you finish your program. Neither does our commitment to you. With our innovative *E-Coach Service*, when you are back on the job, you will have access to our learning consultants and facilitators. We are here to help, answer questions and offer suggestions!

Competency-Based Interviewing

A Comprehensive Educational Program From CUTA, The Learning Authority

ABOUT THIS PROGRAM

In three interactive, intensive days of learning you will learn how to introduce a systematic, structured, goal-orientated selection interviewing program to your organization.

In today's fierce labor marketplace, transit agencies must avail themselves of state of the art tools in order to attract and hire the best qualified candidate. This comprehensive program will provide you with the skill set to make better selection choices, and translate these advanced techniques to higher retention and a better quality workforce.

"This program is based on extensive research and its use as the primary tool in the selection process will improve the quality of our hiring decisions. A manager that does not use this technique in recruitment of (staff) is...doing a disservice to their organization." - Don

**Hull, Hamilton Street
Railway**

PROGRAM

Learn How To:

- Conduct a competency based interview with both external and internal candidates
- Probe to determine the reliability of a candidate's answers
- Develop and use rating anchors
- Evaluate the interview
- Customize a behavioral interview to meet specific needs
- Use effective note-taking to document interview proceedings for future evaluations
- Develop key interviewing skills and strategies to conduct competency-based interviewing

Develop A Solid Understanding Of:

- How to conduct a skills analysis for each job under consideration
- What *Functional Job Analysis* is all about
- How to select the job dimensions
- What job competencies are and how they relate to behavioral interviewing
- How to develop questions that reflect the principles of behavioral interviewing to accurately assess the suitability of applicants

Program Material

You won't go home empty-handed. Each participant receives a soundly researched workbook. An excellent resource when you are back on the job, these manuals are designed to be your personal learning 'tool kit'.

About Your Instructor

Ibrahim Vayid brings a wealth of experience to your course. Formerly Manager of Employment for OC Transpo, Ibrahim is now a private consultant specializing in recruiting and selection techniques for the transit industry. A longtime CUTA facilitator, Ibrahim receives rave reviews from program participants who value his passion, in-depth knowledge of recruitment, and his down-to-earth, practical teaching style.

ing For Transit

n Transit Training

OBJECTIVES

Find Out How Competency-Based Interviewing:

- Enhances the quality and success of the interview process
- More closely matches a candidate's qualifications with job dimensions
- Improves employee performance and productivity
- Is legally defensible and prevent post-hiring challenges
- Benefits everyone involved in the interviewing and selection process
- Improves management of job performance
- Is accurate, efficient and highly cost-effective
- Is far superior to traditional interviewing techniques

Designed Specifically For The Transit Industry:

- Spend an entire day focusing on interviewing techniques for transit operators selection
- Learn how this technique was validated in the transit environment
- Understand why this approach became the cornerstone of a major North American bus operator selection project

Costs: \$895.00 CUTA Member
\$995.00 Member

“The instructor was extremely knowledgeable and communicated very clearly and effectively.”

- Janet Bradshaw, St John's Transportation Commission

Transit Specific Training. Designed by Transit Professionals For Transit Professionals.

CUTA is committed to excellent program curriculum. The program content and schedule are carefully monitored and based on needs input to us from previous participants and the transit industry as a whole.

Program Approach

This program is an intensive, interactive learning experience. You'll learn through combination of interactive exercise, simulations, case studies, demonstrations and teamed exercises.

It's Not Low Risk. It's No Risk.

We are confident that you will enjoy your program. So confident that we offer a risk free guarantee.. If, for whatever reason, you are not satisfied with the program, just let us know and we will refund your money—no questions asked.

What's Included

Our course fees cover tuition, materials and support services for the duration of the program.

Cancellation Policy

We know sometimes circumstances mean that registrants can't attend. Just let us know and we'll cheerfully refund your money. Please, though, give us two weeks notice—registrations received after that date may be levied a fee to compensate the Association for expenses incurred.

“I believe each and every transit department should have at least one member attend this program”—Kevin Gorman, Brampton Transit

FRAMED CERTIFICATION



All participants who successfully complete the program receive a framed
Certificate of Completion

Enroll Your Entire Team!

You **Save \$100.00** each when four or more people from the same organization register for this course at the same time.

THE FINE PRINT!

HOW TO REGISTER

Registering is easy. Just use the convenient registration form attached to this brochure or use our phone-in registration system by calling 416 365 9800 e102.

Whichever you decide, don't forget to tell us if your employer is a CUTA member so we can process your member discount.

REGISTRATION FEE

The fee for this course is \$895.00 For CUTA members, \$1075.00 For Non-Members. Please add 7% GST to course fees. Refer to GST registration number 10686849ORT.

CANCELLATION POLICY

CUTA reserves the right to cancel/reschedule programs as demand dictates.

PAYMENT

Full payment must be made before the program begins. All prices quoted are in Canadian funds. US Dollars accepted at the current exchange rate.

WHAT'S INCLUDED

Course fees cover all of your course fees and materials. Travel and accommodation costs are not included.

COURSE RESERVATIONS

Organizations may request registrations without initially identifying the candidate

NEED SOME MORE INFORMATION?

Just drop us a line at transit@cutaactu.on.ca or call (416) 36509800 e102.

How To Reach Us:

By Internet:

Enroll online @
www.cutaactu.on.ca

By Fax:

(416) 365-1295

By Phone:

(416) 365 9800 e102

By E-Mail:

Transit@cutaactu.on.ca

By Mail:

CUTA
55 York St. Ste 901
Toronto, ON,
M5J 1R7, Canada

Competency-Based Interviewing For Transit—October 21-23, 2002

NAME: _____

TITLE: _____

AGENCY: _____

ADDRESS: _____

E-MAIL: _____

PHONE: _____

FAX: _____

___ PAYMENT ENCLOSED ___ PLEASE INVOICE ME.

___ Yes, I Am Entitled To The Member Fee. ___ Please Send Me A Membership Kit.