PRESENTATION

Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



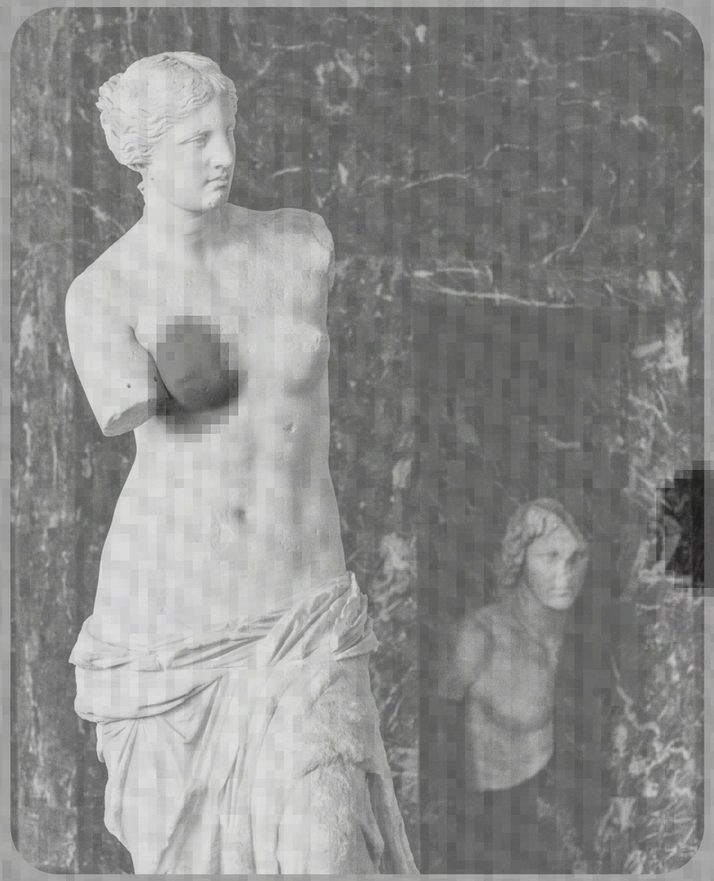
DEVELOPING AND MANAGING INDIVIDUALS AND TEAMS

MODULE CODE: LCLM5002_LON

LECTURER`S NAME: GREGORY COWAN

PREPARED BY ELIZAVETA MICHURINA

PRESENTATION



AION

Psichologia

PREPARED BY ELIZAVETA MICHURINA





INTRODUCTION

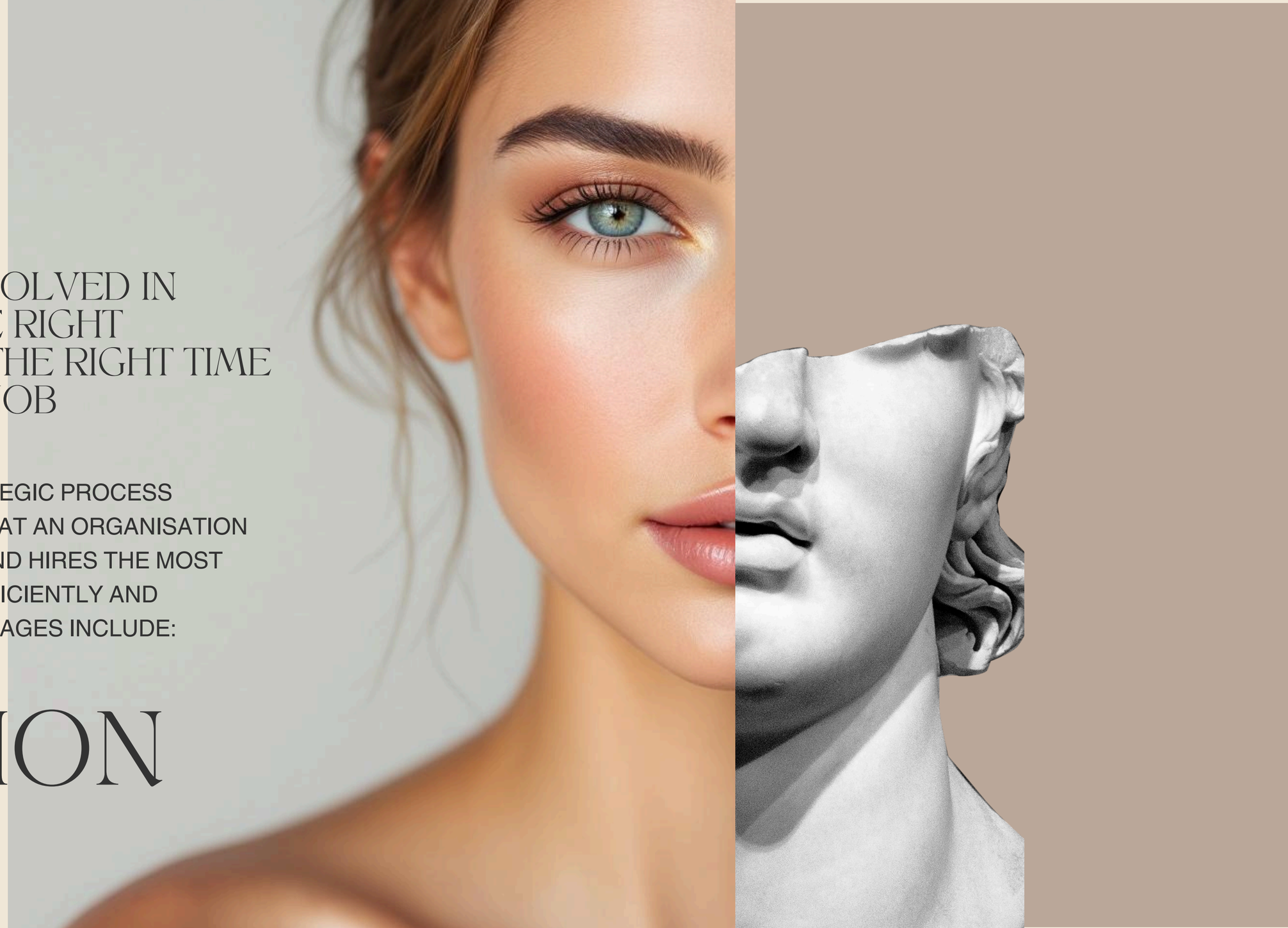
AION TRICHOLOGIA IS A LUXURY REGENERATIVE HAIR CLINIC COMBINING ADVANCED MEDICAL SCIENCE WITH IDENTITY ARCHITECTURE AND HOLISTIC DIAGNOSTICS. WE RESTORE HAIR, VITALITY, AND SELF-EXPRESSION THROUGH PERSONALISED TREATMENTS ROOTED IN LONGEVITY, PRECISION, AND THE TIMELESS PRINCIPLES OF REGENERATIVE PHILOSOPHY



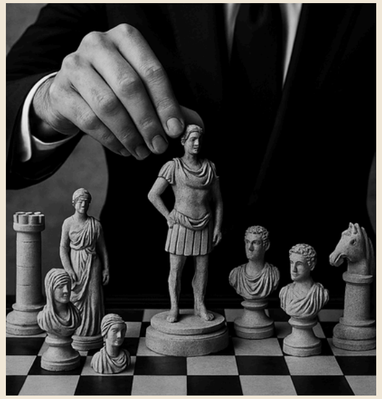
PROCESSES INVOLVED IN RECRUITING THE RIGHT CANDIDATE AT THE RIGHT TIME FOR THE RIGHT JOB

RECRUITMENT IS A STRATEGIC PROCESS DESIGNED TO ENSURE THAT AN ORGANISATION ATTRACTS, IDENTIFIES, AND HIRES THE MOST SUITABLE CANDIDATE EFFICIENTLY AND EFFECTIVELY. THE KEY STAGES INCLUDE:

MISSION



OUR APPROACH



WORKFORCE PLANING

THIS IS THE FOUNDATION OF EFFECTIVE RECRUITMENT.
IT INVOLVES ANALYSING CURRENT STAFFING LEVELS, FORECASTING FUTURE NEEDS, AND IDENTIFYING GAPS.
THE GOAL IS TO ENSURE THE ORGANISATION HIRES ONLY WHEN NEEDED AND AVOIDS OVER- OR UNDER-STAFFING.



JOB ANALYSIS & JOB DISCRITION

A DETAILED JOB ANALYSIS IDENTIFIES:

- DUTIES
- RESPONSIBILITIES
- REQUIRED SKILLS
- QUALIFICATIONS
- BEHAVIOURAL COMPETENCIES

FROM THIS, HR CREATES:

- A JOB DESCRIPTION (WHAT THE JOB INVOLVES)
- A PERSON SPECIFICATION (WHAT THE IDEAL CANDIDATE MUST HAVE)

THIS ENSURES CLARITY AND ATTRACTS THE RIGHT APPLICANTS.



SOURCING & ATTRACTING CANDIDATES

HR SELECTS THE MOST EFFECTIVE CHANNELS TO REACH SUITABLE TALENT, SUCH AS:

- JOB BOARDS
- COMPANY WEBSITE
- LINKEDIN
- RECRUITMENT AGENCIES
- INTERNAL RECRUITMENT
- EMPLOYEE REFERRALS

EMPLOYER BRANDING ALSO PLAYS A KEY ROLE IN ATTRACTING HIGH-QUALITY CANDIDATES.





SCREENING & SHORTLISTING

APPLICATIONS ARE REVIEWED TO FILTER OUT UNSUITABLE CANDIDATES.

THIS MAY INCLUDE:

- CV SCREENING
- APPLICATION FORMS
- PRE-SCREENING PHONE CALLS
- SKILLS TESTS OR ASSESSMENTS

ONLY CANDIDATES WHO MEET THE ESSENTIAL CRITERIA MOVE FORWARD.



INTERVIEWING

SHORTLISTED CANDIDATES ARE INVITED FOR INTERVIEWS.

THIS MAY INCLUDE:

- STRUCTURED INTERVIEWS
- COMPETENCY-BASED INTERVIEWS
- TECHNICAL INTERVIEWS
- PANEL INTERVIEWS

THE AIM IS TO ASSESS BOTH SKILLS AND CULTURAL FIT.

INTERVIEWING

SELECTION AND DECISION-MAKING
HR AND HIRING MANAGERS EVALUATE ALL EVIDENCE:

- INTERVIEW PERFORMANCE
- TEST RESULTS
- EXPERIENCE
- REFERENCES
- THE BEST CANDIDATE IS SELECTED BASED ON OBJECTIVE CRITERIA ALIGNED WITH THE JOB REQUIREMENTS.

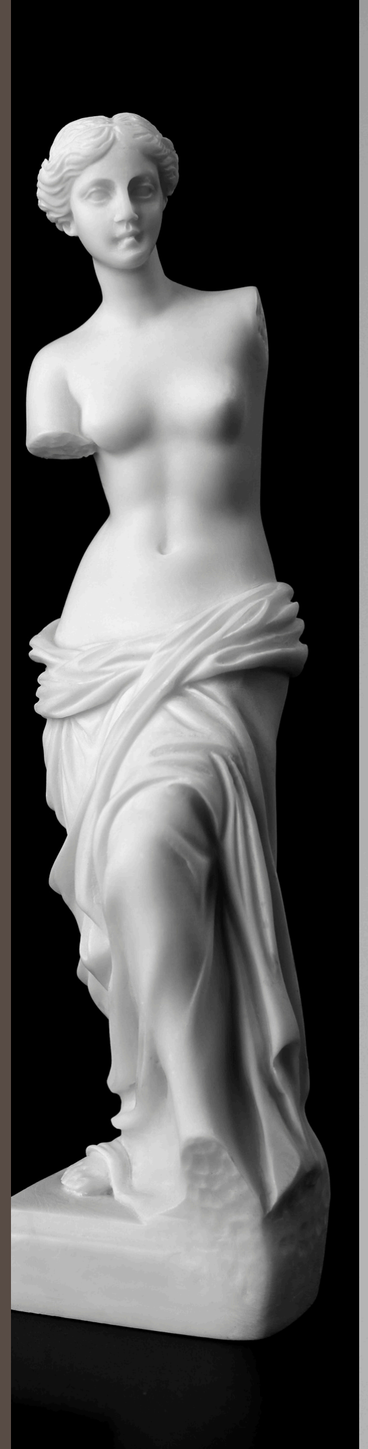
JOB OFFER & NEGOTIATION

- A FORMAL OFFER IS MADE, INCLUDING:
- SALARY
- BENEFITS
- WORKING HOURS
- START DATE
- NEGOTIATIONS MAY OCCUR BEFORE ACCEPTANCE.

ONBOARDING

- ONCE THE CANDIDATE ACCEPTS, ONBOARDING ENSURES THEY INTEGRATE SMOOTHLY INTO THE ORGANISATION.
- THIS INCLUDES:
- ORIENTATION
- TRAINING
- MEETING THE TEAM
- UNDERSTANDING COMPANY CULTURE
- EFFECTIVE ONBOARDING INCREASES RETENTION AND PERFORMANCE.

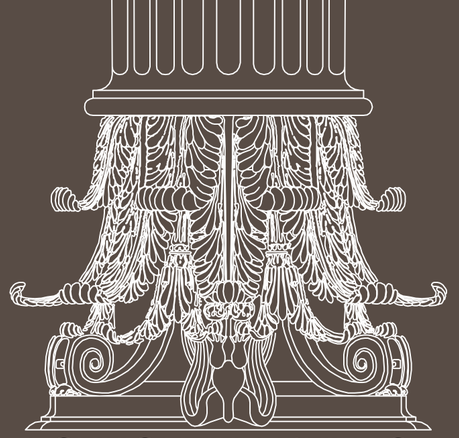
TO RECRUIT THE RIGHT IT TECHNICIAN, IT'S ESSENTIAL TO USE INTERVIEW FORMATS THAT ASSESS BOTH TECHNICAL PROFICIENCY AND WORKPLACE COMPATIBILITY. HERE'S A BREAKDOWN OF THE MOST EFFECTIVE TYPES OF INTERVIEWS FOR THIS ROLE





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TECHNICAL INTERVIEWS

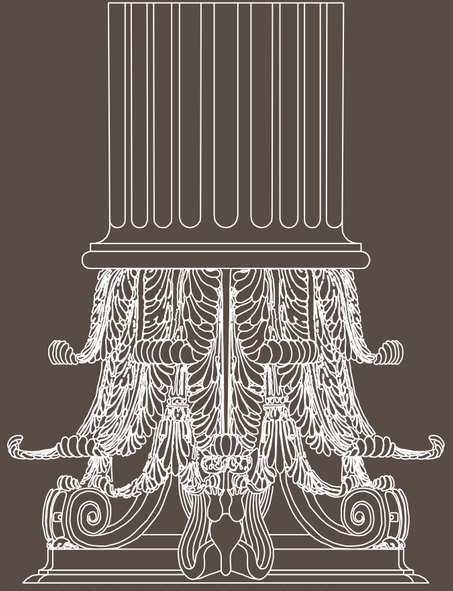
THESE ASSESS THE CANDIDATE'S CORE IT SKILLS AND PROBLEM-SOLVING ABILITIES.

- CODING INTERVIEWS: IDEAL FOR ROLES INVOLVING SCRIPTING OR AUTOMATION. CANDIDATES SOLVE REAL-TIME PROBLEMS USING LANGUAGES LIKE PYTHON, BASH, OR POWERSHELL.
- SYSTEM TROUBLESHOOTING: PRESENT SCENARIOS LIKE "THE NETWORK PRINTER ISN'T WORKING" OR "A USER CAN'T ACCESS SHARED DRIVES" TO EVALUATE DIAGNOSTIC THINKING.
- TOOL-BASED ASSESSMENTS: ASK ABOUT EXPERIENCE WITH TOOLS LIKE SCCM, ACTIVE DIRECTORY, OR TICKETING SYSTEMS (E.G., SERVICENOW).

BEHAVIORAL INTERVIEWS
THESE EXPLORE HOW CANDIDATES RESPOND TO REAL-WORLD CHALLENGES.

- USE STAR FORMAT (SITUATION, TASK, ACTION, RESULT) TO ASK:
- "TELL ME ABOUT A TIME YOU RESOLVED A HIGH-PRESSURE IT ISSUE."
- "DESCRIBE A SITUATION WHERE YOU HAD TO EXPLAIN TECHNICAL DETAILS TO A NON-TECHNICAL COLLEAGUE."





PRACTICAL TASK OR SIMULATION INTERVIEWS
CANDIDATES PERFORM TASKS IN A CONTROLLED ENVIRONMENT.

- EXAMPLES:
  - SET UP A VIRTUAL MACHINE
  - CONFIGURE A BASIC NETWORK
  - RESOLVE A SIMULATED HELPDESK TICKET
- THIS REVEALS HANDS-ON ABILITY AND SPEED.



Q1

PANEL INTERVIEWS

MULTIPLE INTERVIEWERS ASSESS THE CANDIDATE FROM DIFFERENT ANGLES.

- HR EVALUATES CULTURAL FIT
- IT MANAGER PROBES TECHNICAL DEPTH
- END-USER STAKEHOLDER MAY ASSESS COMMUNICATION CLARITY

Q2

VIRTUAL INTERVIEWS

USEFUL FOR REMOTE OR HYBRID ROLES.

- CAN INCLUDE SCREEN-SHARING FOR LIVE TROUBLESHOOTING
- ALLOWS ASSESSMENT OF REMOTE COMMUNICATION AND SETUP SKILLS

Q3

PERSONALITY AND CULTURE FIT INTERVIEWS

THESE HELP ASSESS ALIGNMENT WITH TEAM DYNAMICS AND COMPANY VALUES.

- QUESTIONS MAY INCLUDE:
- “HOW DO YOU HANDLE REPETITIVE TASKS?”
- “WHAT’S YOUR APPROACH TO LEARNING NEW TECH?”

Q4

AI OR PRE-SCREENING INTERVIEWS

USED TO FILTER CANDIDATES BEFORE HUMAN INTERACTION.

- MAY INCLUDE RECORDED VIDEO RESPONSES
- AUTOMATED SCORING BASED ON KEYWORDS AND TONE

ROLES AND RESPONSIBILITIES

TECHNIQUE	PURPOSE	COMPETENCIES
Competency-Based	Past behavior in real scenarios	Reliability, adaptability
Technical Scenario	Problem-solving in IT contexts	Depth of knowledge, logic
Task-Based	Hands-on execution	Practical skills, speed
Communication/User Support	Explaining tech to non-tech users	Clarity, empathy, patience
Situational Judgment	Decision-making under pressure	Prioritization, strategic thinking
Probing Follow-Ups	Deepen and clarify responses	Self-awareness, learning orientation





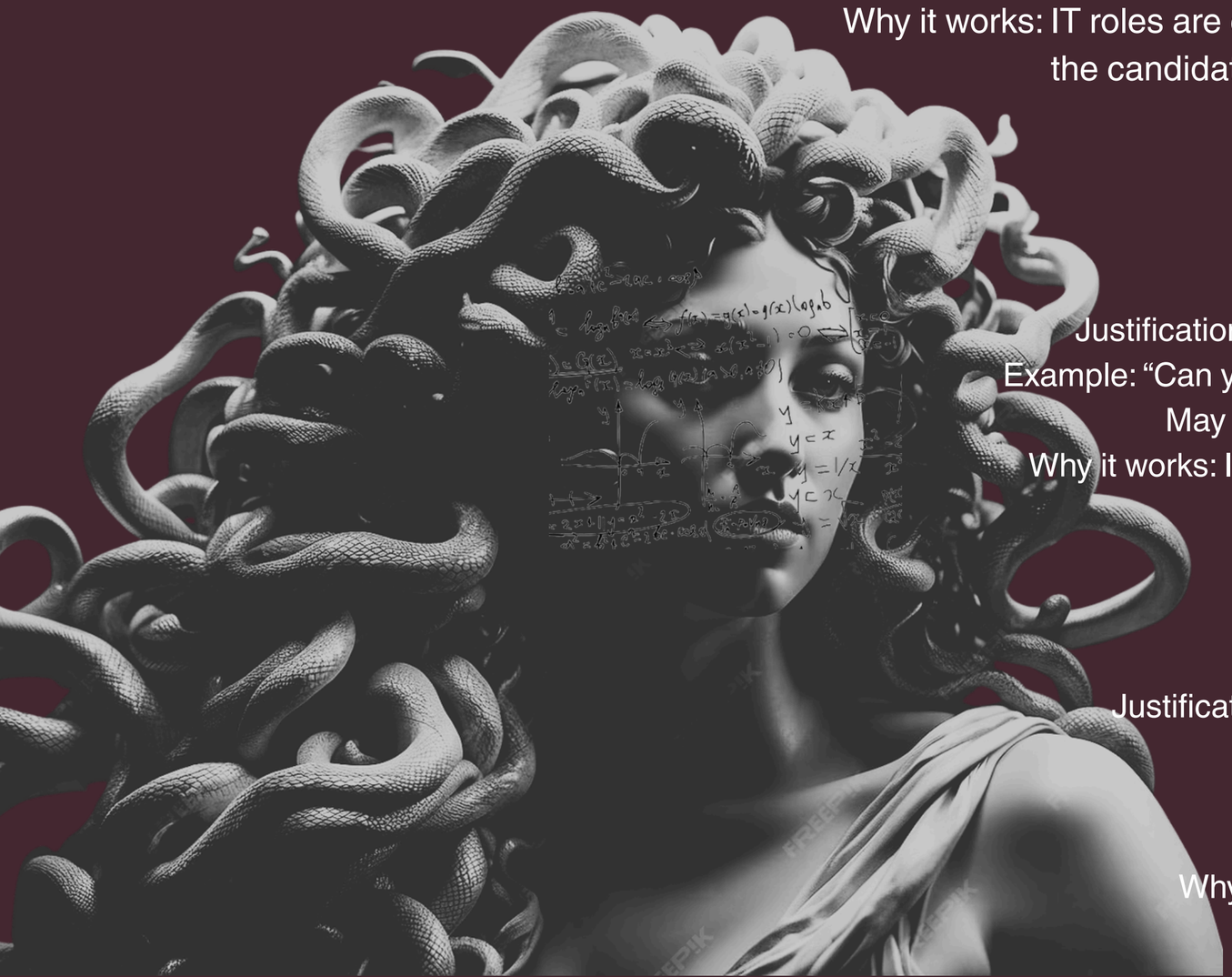
Competency-Based (Behavioral) Questions

Justification: These assess how candidates have handled real-world situations, revealing problem-solving, communication, and adaptability.
Use the STAR method (Situation, Task, Action, Result) to structure responses.
Example: “Tell me about a time you resolved a system failure under pressure.”
Why it works: IT technicians often face unpredictable challenges. Behavioral questions show how they respond under stress, prioritize tasks, and communicate with users.

Technical Scenario Questions

Justification: These test applied knowledge in realistic IT environments.
Example: “A user reports they can’t access shared drives. What steps would you take to resolve it?”
Include troubleshooting, escalation, and documentation steps.
Why it works: It reveals depth of technical understanding, logical thinking, and familiarity with tools like Active Directory, SCCM, or ticketing systems.





Practical Task-Based Questions

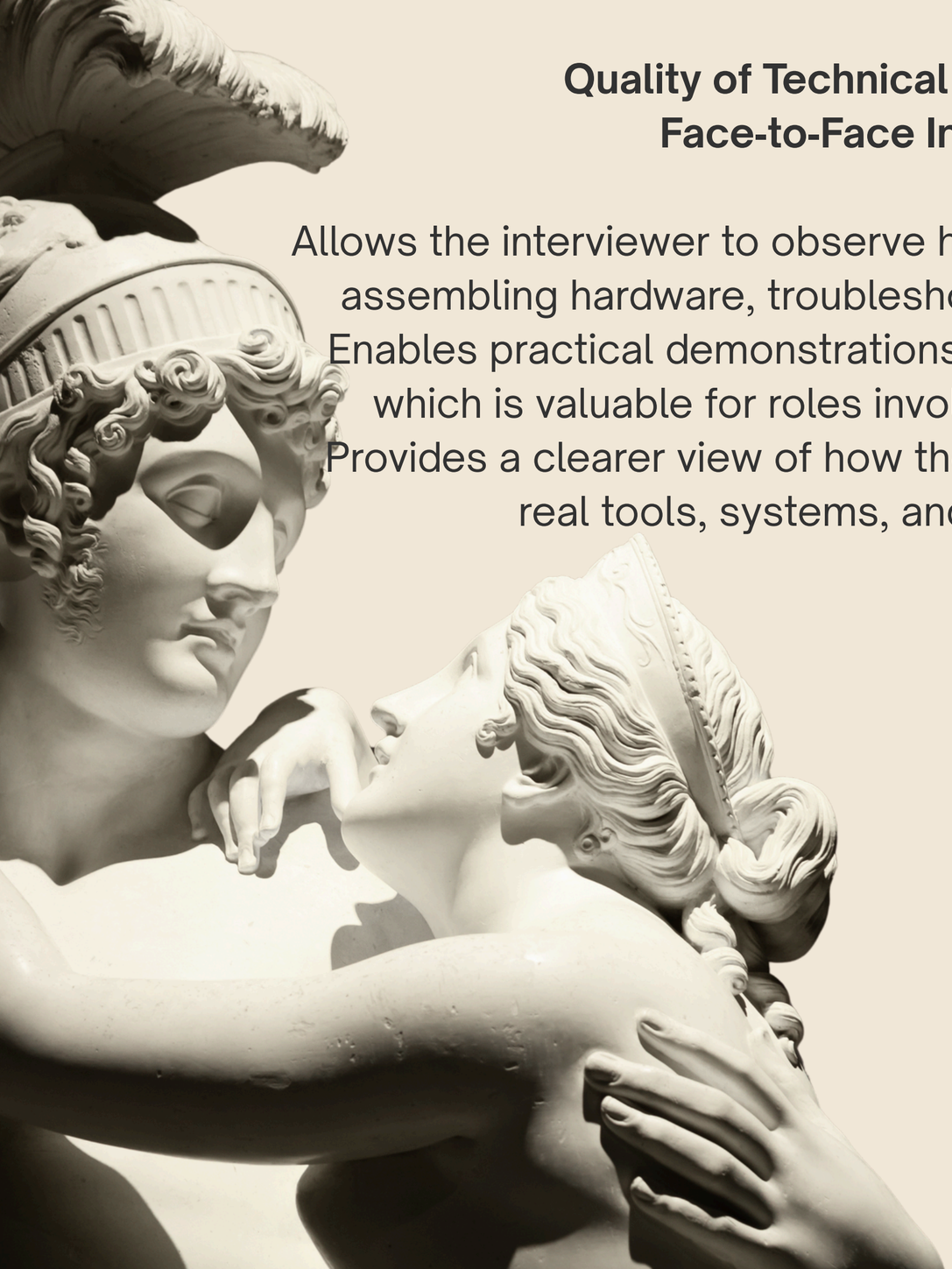
Justification: These simulate hands-on tasks to assess real-time skills.
Example: “Can you walk me through setting up a new workstation from scratch?”
May include live demonstrations or whiteboard exercises.
Why it works: IT roles are execution-heavy. This technique shows whether the candidate can translate theory into action.

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Follow-Up Probing Techniques

Justification: These deepen understanding of vague or rehearsed answers.
- Use prompts like:
- “What made that solution effective?”
- “Would you do anything differently next time?”
Why it works: Encourages reflection and reveals learning mindset.



Quality of Technical Assessment
Face-to-Face Interview

Allows the interviewer to observe hands-on skills directly (e.g., assembling hardware, troubleshooting a physical device).
Enables practical demonstrations using on-site equipment, which is valuable for roles involving hardware support.
Provides a clearer view of how the candidate interacts with real tools, systems, and environments.

Compare and Contrast: Face-to-Face vs Online Interviews for an IT Technician Role



Online Interview

Better suited for assessing software-based skills, such as remote troubleshooting, scripting, or ticketing systems.
Screen-sharing allows candidates to demonstrate technical knowledge, but cannot fully replicate physical tasks.
Useful for roles that are primarily remote or cloud-based.
Comparison Insight:
Face-to-face interviews are stronger for evaluating physical, hands-on technical ability, while online interviews are effective for assessing digital and remote-support competencies.





Communication and Customer Service Skills Face-to-Face Interview

Provides a more accurate sense of the candidate’s body language, professionalism, and interpersonal style.
Useful for roles requiring in-person user support, where empathy and presence matter.
Helps assess how the candidate handles pressure in a real-world environment.

Online Interview

Shows how well the candidate communicates remotely, which is essential for IT technicians supporting hybrid or remote teams.
Tests the candidate's ability to explain technical issues clearly through digital channels.
However, non-verbal cues are harder to read.
Comparison Insight:
Face-to-face interviews reveal full interpersonal behaviour, while online interviews reveal remote communication competence, both of which are important depending on the organisation's support model.

Conclusion

Both interview formats are important for hiring an IT Technician, but they serve different purposes:
Online interviews are ideal for early screening and assessing remote-support skills.
Face-to-face interviews are essential for evaluating hands-on technical ability, professionalism, and real-world behaviour.



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