

# CASE STUDY: Recruitment training

## The Situation

Our client is an Insurance broker.

They needed to recruit for new roles predominantly within the IT team but felt their team did not know the best practice to adopt regarding non-technical questions. In addition, successful candidates needed similar passions, motivations, and cultural fit as a member of a small team.

## The Solution

IHRHS proposed a solution of designing and delivering training that spoke to the company's culture and ethics. The course was scoped with the critical management stakeholder. The team at IHRHS then created a tailor-made D & I compliant recruitment training programme, a recruitment manual, and a competency question bank. The IHRHS team delivered the training to eight managers from multiple departments over video. The new roles they wanted to hire were critical roles linked to FCA regulations, and there was pressure to get the recruitment process started. The client had also been asked to demonstrate how they used, stored and deleted candidate personal information in line with GDPR, as this had been raised as a weakness during a recent audit.

The training included an overview of the recruitment process, practical hints, and tips, and formulating a recruitment strategy, and the importance of hiring from diverse group. There was also a discussion on the importance of active listening.

## The Timeline

Day 1 - Client Brief  
Day 2 - Course designed  
Day 3 - Training delivered.

## The Feedback

The overall feedback was very positive. The Client appreciated receiving an overview of the recruitment process, they took away some key points, and they feel more prepared for writing job descriptions and conducting interviews.

Post-training, the client continues to engage with the team at IHRHS for advice and support on recruitment queries from legal obligations to best practices.



If you would like to know more about recruitment training, our expert team are at your service. Call us on **01604 709 509** or email **HRhelp@ihrsolutions.co.uk** and we'll be more than happy to help.