

Managing personnel

Call center recruitment

Module two – Planning and Preparation

By John Wright

Synopsis

‘Call center recruitment – planning and preparation’ is the call centers manager’s step-by-step guide to setting up and running a successful recruitment process. It includes a 28-page resource library with exercises, scoring systems and detailed guide on how to make effective selection decisions. The total resource has seven modules. This title uses United Kingdom data but the principles are usable and appropriate in all countries.

How to ...

How to design and set up the recruitment process.

How to organize your resources and facilities.

How to prepare for telephone interviews and the selection day.

John Wright

Over twenty-five years of experience in corporate life and consulting has provided John with a wide range of experiences that have contributed to this extensive resource. He brings a refreshingly practical approach to the design and avoids the clutter of professional jargon. The end result is an extremely accessible process that delivers quantifiable business results. John provides his consultancy services to a wide range of international private and public organizations.