

Managing personnel

Call center recruitment

Module four - telephone screening

By John Wright

Synopsis

This module is guaranteed to identify the very best respondents to your adverts and provide you with quality interviewees. The module provides you with an interview script, a scoring system, a selection method and all the resources necessary to run the process. 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 use a telephone interview script.

How to score candidates during telephone screening.

How to select candidates from telephone screening.

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.