



109 Attend March Mini-Seminar

An excellent program was presented on March 10th at the Sheraton Park Place in St. Louis Park. The day-long seminar was split between a morning session on hiring quality employees and the afternoon session was on service and communication. Our trainer, Jack Mateffy, has his own company and specializes in training and development solutions for businesses and organizations. The programs he presented to us were originally developed for and are used by Cargill in its employee training.

The hiring excellence workshop started with questions such as: "Why hire excellence?" "List three questions you would ask during an interview." Many of us fell flat on our face right off the bat by coming up with questions that really had nothing to do with the position a person was being interviewed for. Lesson number one: If it is not directly related to the position, then you do not have any business asking!!!

This was not a typical lecture seminar. We were asked questions and had to think about what we really do in the interviewing process. Did you know that 95% of the people hired were interviewed first or last? Or that all interviews must be the same length? How about all the different laws that govern interviewing and hiring? Jack had us asking each other about our own recruiting methods and questions we ask. This is what gave the seminars the magic touch; we were really able to bring this into our real world experience.

Bottom line with interviewing is to focus your efforts on finding out what experiences the per-



Keynote Speaker Jack Mateffy at the MGCSA Mini-Seminar

son has had that enables him or her to handle the duties of the position you are trying to fill. Before we can do this we must know what the position requires. We must be able to identify and list the 5 to 10 most critical job functions within each position. Add to that up to five less critical job functions and any special skills and training required. Finally, we must include any hard to quantify characteristics the person should possess such as integrity, honesty, etc. All of these must have a direct link to the job requirements.

Our afternoon session on service began with a walk back in time to the 1950s with a history lesson. Did you know that in 1950, 65% of the jobs were in manufacturing and 35% were in service?? Guess what the percentages are today?? Just the opposite with only 35% in

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