There are four e-learning modules offered within the Personnel Training Service (SFP) in the area of skills “to succeed recruitments” (3 hours 30 minutes for the four modules).

1. **Ensure a structured recruitment process**
   - How should recruiters approach interviews?
   - Conducting a recruitment interview with an experienced executive
   - Preparing to recruit an experienced executive
   - Deciding between experienced candidates when recruiting

2. **Master the recruitment process**
   - There are no short cuts in a good hiring process
   - Concluding a recruitment interview
   - Always hire for attitude
   - Cultural fit is the key
   - Recruit ‘adults’

3. **Competency-based interviews**
   - The future of performance appraisals
   - Use empathy to make your performance review a success
   - How to conduct performance reviews?
   - Getting team members to express during appraisal meetings
   - Preparing the wording of a request

4. **Question and reformulation techniques**
   - Don’t tell, ask
   - Asking questions
   - Rephrasing
   - Preparing the wording for giving feedback
   - Preparing the wording of a request