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| *Business Purpose* | The client is preparing to hire 2000 employees and will need their recruiting team to be ready and able to select candidates who are a good fit within an efficient hiring timeline. The goal is to increase the number of new hires who stay past the 1-year mark by 15% by training staff on how to interview. | |
| *Target Audience* | HR interviewers who partner with Hiring Managers, some with a technical background and others with an HR background | |
| *Training Time* | 12 minutes | |
| *Training Recommendation* | eLearning course that goes over the basics of creating an interviewing strategy as well as the more intricate details and best practices of interviewing. | |
| *Deliverables* | 1 eLearning course   * Storyboard of eLearning * eLearning developed in Articulate Storyline * Includes voiceover narration * 2 scenarios – 1 for how to handle questions from Hiring Managers and 1 to practice during an interview * Final evaluation | |
| *Learning Objectives* | By the end of this course, learners will be able to:   * Identify best practices for interviewing * Create an interviewing strategy * Train other interviewers to provide an excellent candidate experience | |
| *Training Outline* | Opening   * Welcome / option to view Navigation   Introduction   * Learner begins by watching a <1 minute scenario of a poorly conducted interview. * Learner is asked what went wrong (short response), clicks submit and compares what is on the screen to what they wrote * The why (avoid this type of interview and get good talent!) and learning objectives appear on the screen   Create an Interviewing Strategy   * Checklist of the steps to create a great interviewing strategy * When learner clicks on a step, they learn about how this improves the candidate experience   + Identify team needs   + Determine who is involved / number of rounds   + Decide what to ask   + Create a timeline   + Train other interviewers * Quick 2-option scenario recap with questions about candidate experience; candidate is happy when good outcome is selected / angry when incorrect outcome is selected   + Incorrect outcome details what could happen if this is done poorly   Best Practices for Interviewing   * Photo with highlighted areas for the learner to click and learn more   + Resume - Keep an open mind, best candidate may not look perfect on paper   + Computer – keep the focus on skills over tools   + Interviewer – be willing to go off script/ dig deeper   Train Others to Interview   * Key points for training others   + Dig in on subject matter questions to determine if the person can do the job   + Balance questions about the candidate’s personality and knowledge of the subject matter * Scenario for technical interviewer   + Interviewer greets the candidate, what happens next?   + Ask a technical question or ask about last night’s game     - Technical – correct, ask candidate to explain response or move on to next technical question       * Explain response – Ends the interview. Well done! By digging into the candidate’s responses, you now have a good understanding that this candidate can handle the work.       * Move to next – Ask to explain response or end the interview         + Explain response – Ends interview. Well done! By digging into the candidate’s responses, you now have a good understanding that this candidate can handle the work.         + End the interview – Incorrect. Oh no! Looks like this candidate couldn’t handle the work and quit after 2 months. Try digging deeper into their responses to technical questions     - Last night’s game – Ask a technical question or ask about favorite player       * Technical question – Ask to explain response or end interview         + Explain response – Ends the interview. Well done! By digging into the candidate’s responses, you now have a good understanding that this candidate can handle the work.         + End the interview – Incorrect. Oh no! Looks like this candidate couldn’t handle the work and quit after 2 months. Try digging deeper into their responses to technical questions       * Favorite player – Ask a technical question or end interview         + Technical question – Ask to explain response or end interview   Explain response – Ends the interview. Well done! By digging into the candidate’s responses, you now have a good understanding that this candidate can handle the work.  End the interview – Incorrect. Oh no! Looks like this candidate couldn’t handle the work and quit after 2 months. Try digging deeper into their responses to technical questions   * + - * + End Interview – Incorrect. Oh no! Looks like we didn’t even get to the technical questions. The candidate is unable to produce the quality of work needed for the role.   Final Evaluation / Summary | |
|  | * Lead into final evaluation * Summarize key points |  |
| *Evaluation Plan* | 4 multiple choice questions. Learner must get all correct to pass and will have 2 attempts.  1. Which of the following is not included in an interviewing strategy?   * Finding as many candidates as possible * Training other interviewers * Creating a timeline * Determine the number of interviewers   2. What is the first step in creating your interviewing strategy   * Determine the number of rounds * Train other interviewers * Identify team needs * Create a timeline   3. What should you do if a candidate is missing a certain tool on their resume?   * Discard their resume from the candidate pool * If they have other relevant experience, interview them anyway.   4. True or False: An interviewer’s job is to dig deeply into the candidate’s responses to make sure they can fulfil the job duties. | |