

DESIGN DOCUMENT - Best Practices for a Better Hiring Process

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| Business Purpose | <p>Company XYZ needs to recruit and hire 2000 new members to their technical team this year. The business has not been happy with the quality or quantity of hires they are currently getting. Poor interview techniques are likely contributing to this problem.</p> <p>This training will teach the hiring team how to conduct organized and productive interviews so that they are successful in identifying and hiring desirable candidates.</p> |
| Target Audience | All HR interviewers and hiring managers that will be making hiring decisions this year. The team is widely distributed throughout the United States. There is also wide variation in technical knowledge. |
| Training Time | 20 minutes |
| Training Recommendation | <p>One eLearning course.</p> <p>The course will take the learner through the interviewing planning and execution process to ensure they are taught best practices at each step.</p> <p>Along with the eLearning course, the learners will use a job aid (content to be provided by SME) to self-assess if they will be able to serve as a “Technical Expert” during interviews. This person will be in charge of determining if candidates’ technical knowledge is on par with job requirements.</p> |
| Deliverables | <ul style="list-style-type: none">• One storyboard• One eLearning course<ul style="list-style-type: none">◦ Developed in Articulate Storyline◦ Includes voiceover narration◦ Includes a virtual avatar that will take learners through the interview process◦ Includes virtual avatar that will serve as expert to give advice and feedback at each step of the interview process• Job Aid<ul style="list-style-type: none">◦ Self-assessment to determine if they are able to serve as a “Technical Expert” during interviews |
| Learning Objectives | <p>After this course, learners will be able to:</p> <ul style="list-style-type: none">• Describe proper preparation for the interviewing process, including establishing a time frame and defining the desired job skills. |

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| | <ul style="list-style-type: none"> ● Assemble an interview panel and identify the decisions to be made within the panel prior to scheduling interviews. ● Apply strategies to conduct organized and productive interviews that are successful in identifying and hiring desirable candidates. |
| Training Outline | <p>Introduction</p> <ul style="list-style-type: none"> ● Introduce HiTech Inc (a fictional company) and explain the need to hire new members to their technical team and their concern that recent hiring practices haven't worked out for them. ● Introduce a panel of recent hires, candidates, and team leaders, each with a specific complaint about the current results. For example: <ul style="list-style-type: none"> ○ Candidate was a good fit but wasn't contacted in a timely manner, so went with another company. ○ New employee is unpleasantly surprised by what the job actually entails ○ Team leader is disappointed in new hire's technical knowledge and skills ● Meet Doug, an HR interviewer who is tasked with hiring new candidates for the technical team without the pitfalls of the past. <ul style="list-style-type: none"> ○ <i>The avatar will be given options at each step for the learner to choose from</i> ● Meet Kat, a hiring mastermind here to help Doug each step of the way. <ul style="list-style-type: none"> ○ <i>This avatar will give feedback on each response (correct or incorrect) to further explain the reasoning behind each step.</i> <p>Learning Objectives</p> <ul style="list-style-type: none"> ● The learner must assist Doug (with the help of Kat's expertise) to successfully hire new candidates. ● After this course, you will be able to: <ul style="list-style-type: none"> ○ Describe proper preparation for the interviewing process, including establishing a time frame and defining the desired job skills. ○ Assemble an interview panel and identify the decisions to be made within the panel prior to scheduling interviews. ○ Apply strategies to conduct organized and productive interviews that are successful in identifying and hiring desirable candidates. <p>Step 1: Assemble Interview Panel</p> <ul style="list-style-type: none"> ● <i>Doug (hiring avatar) will be given options for the learner to choose from. Kat (expert avatar) will give feedback to include the expert advice and explanations.</i> ● Identify who needs to be on the Interview Panel = HR interviewer, |

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| | <p>tech expert, team leader</p> <ul style="list-style-type: none"> ○ Expert advice <ul style="list-style-type: none"> ■ One person may fill more than one of these roles ■ Importance of tech expert and team leader (everyone involved in hiring decisions) ■ Make sure all people are available for the interview ● Discuss questions and best practices ahead of time <ul style="list-style-type: none"> ○ Expert advice: <ul style="list-style-type: none"> ■ Determine a set time that hiring team needs to be available to perform interviews and the timeframe to make hiring decisions (Ex: one week) <p>Step 2: Pre-Interview Preparation</p> <ul style="list-style-type: none"> ● <i>Doug (hiring avatar) will be given options for the learner to choose from. Kat (expert avatar) will give feedback to include the expert advice and explanations.</i> ● Define the role <ul style="list-style-type: none"> ○ Expert advice: <ul style="list-style-type: none"> ■ List top 3-5 specific tasks that the job entails. ■ Manage expectations and do not use a checklist ● Define the hiring timeline <ul style="list-style-type: none"> ○ Expert advice: <ul style="list-style-type: none"> ■ Determine questions to be asked and who will ask which questions ■ Discuss appropriate vs inappropriate interview questions ■ Reiterate role of tech expert (ensure that candidate has minimum technical knowledge) <p>Step 3: Conduct Interviews</p> <ul style="list-style-type: none"> ● <i>Doug (hiring avatar) will be given options for the learner to choose from. Kat (expert avatar) will give feedback to include the expert advice and explanations.</i> ● Conduct interview <ul style="list-style-type: none"> ○ Expert advice: <ul style="list-style-type: none"> ■ Respect candidate's time (be quick to schedule interview and give them a decision) ■ Remember purpose of the interview is to determine if the candidate can do the job <p>Results</p> <ul style="list-style-type: none"> ● The Interview Panel made their hiring decisions and Doug contacted candidates quickly |
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| | <ul style="list-style-type: none"> ● Introduce new (successful) technical team and team leaders, each with a specific feedback about the current results. For example: <ul style="list-style-type: none"> ○ Team leader happy/impressed with technical knowledge of new hires ○ New hire that felt HiTech Inc really valued them since they were interviewed and hired quickly ○ New hire that noticed how clear and concise the interview process was and were confident that working at HiTech Inc would be the same way ● Congratulations and brief summary from Kat the expert <p>Assessment</p> |
| Assessment Plan | <p>Five multiple-choice questions</p> <p>Learner must score 80% to pass</p> <p>Learners will get two attempts at assessment</p> |
| Evaluation Plan | <p>It will take some time to hire all 2000 team members. After 500 people have been hired, Company XYZ may consider getting feedback from team leaders (who new hires are reporting to) to ensure that they are satisfied with the quality of candidates.</p> |