

## *Effective Interview Strategies – Design Document*

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| <i>Business Purpose</i>        | <ul style="list-style-type: none"> <li>• Based on the rapid growth of Ernst Inc., 2000 new members of the technical team need to be recruited and hired this year.</li> <li>• The current interviewing process is not resulting in the quality or quantity of hires Ernst Inc. is looking for. 35% of newly hired technical team members leave the company within the first year. The company believes that a strategy in which interview best practices are used will result in the hiring of the top candidates.</li> <li>• Upon completion of this training, hiring managers will implement interviewing best practices to hire 2000 quality technical team members. As a result, technical team attrition will drop to no more than 5% within the first year.</li> </ul> |
| <i>Target Audience</i>         | <ul style="list-style-type: none"> <li>• Hiring managers and recruiters of Ernst Inc. who are new to Human Resources and/or those who will be part of the interviewing process for the new technical team members.</li> </ul>  |
| <i>Training Time</i>           | <ul style="list-style-type: none"> <li>• 8-10 minutes</li> </ul>   |
| <i>Training Recommendation</i> | <ul style="list-style-type: none"> <li>• A Level-3, scenario-based, e-Learning course built in Articulate Storyline.</li> <li>• e-Learning is the recommended modality for this training since Ernst Inc. has offices throughout the country.</li> <li>• After describing three aspects of an effective interview strategy, the learner will have the opportunity to practice through interview-based scenarios in which the learner makes decisions.</li> <li>• Scenarios are part of the assessment with a passing score requirement.</li> </ul>   |
| <i>Deliverables</i>            | <ul style="list-style-type: none"> <li>• One interactive eLearning course with a scenario-based assessment developed in Articulate Storyline with voice-over narration.</li> <li>• Storyboard with script</li> <li>• Job Aid: Interviewing Best Practices</li> </ul>   |
| <i>Learning Objectives</i>     | <ul style="list-style-type: none"> <li>• By the end of the course, the learner will be able to: <ul style="list-style-type: none"> <li>○ Explain the importance of having an interview strategy.</li> <li>○ Describe interviewing best practices that result in an effective and positive interview process.</li> <li>○ Conduct interviews utilizing effective interview strategies to hire the best candidates for the position.</li> </ul> </li> </ul>   |
| <i>Training Outline</i>        | <ul style="list-style-type: none"> <li>• Introduction: <ul style="list-style-type: none"> <li>○ Welcome</li> <li>○ Optional navigation tutorial</li> <li>○ Learning Objectives</li> </ul> </li> <li>• Introduction to effective interview strategies:</li> </ul>   |

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|                        | <ul style="list-style-type: none"><li>○ Explain the purpose and benefits of having an interview strategy</li><li>○ List and describe three best practices that make up an effective interview strategy</li><li>○ Explain how these strategies impact the quality of candidates and therefore of new hires</li></ul> <p>Interview best practices to be covered:</p> <ul style="list-style-type: none"><li>○ Being mindful of time</li><li>○ Preparing for the interview ahead of time</li><li>○ Focus on the purpose of the interview</li></ul> <ul style="list-style-type: none"><li>● Scenario-based assessment in which the learner applies the best practices described above<ul style="list-style-type: none"><li>○ Provide the learner with real-life interview situations in which the learner chooses what an avatar hiring manager should say or ask next based on best practices</li></ul></li><li>● Congratulations</li></ul> |
| <i>Evaluation Plan</i> | <ul style="list-style-type: none"><li>● Scenario-based assessment described above includes:<ul style="list-style-type: none"><li>○ 6 question assessment</li><li>○ 5/6 correct selections to pass</li><li>○ Learner may review and retake the assessment until they receive a passing score.</li></ul></li></ul>  |