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| *Business Purpose* | X Tech Company needs to add approximately 2000 new members to their technical team this year. The quality and quantity of new hires lately has not been up to par. X Tech Company has identified a gap in the interviewing skills of its HR members. They lack skills in how to best conduct an effective interview to attract the right candidates to the company. These HR members are also not as familiar with the technical aspects of the company as some of the more experienced hiring managers. This lack of knowledge is preventing HR members from asking the right questions that would give them beneficial insight into what potential employees know about the technical requirements of the position. X Tech Company would like to see an overall hire rate of at least 150 quality tech employees per month over the next year.  Training in non-technical areas is virtually non-existent at X Tech Company, and what they offer now in compliance training has been described as “super boring.” | |
| *Target Audience* | Recently hired human resource members interviewing potential employees. Seasoned hiring managers may also benefit from completing this course as a refresher of their interviewing skills. The benefit of both groups completing this course is a seamless interview process for both the interviewer and the interviewee. | |
| *Training Time* | 20 minutes | |
| *Training Recommendation* | The training recommendation is one eLearning module at a level 2 interactivity developed in Articulate Storyline. An asynchronous course would best meet the needs of X Tech Company’s HR members as it would allow members to complete the training within their own time frame and would not be subject to their location. X Tech Company is able to track course completion and test results through their LMS.  The module will include scenario-based learning and possibly a video tutorial. Two knowledge checks throughout the course and a final assessment at the end will be included in the course. | |
| *Deliverables* | * Design Document * Storyboard * eLearning module developed in Articulate Storyline * Voiceover narration developed within WellSaid Labs or through the hire of a professional VO artist (client’s choice) * Audio script | |
| *Learning Objectives* | By the end of this course, the learner will be able to:   * Identify the seven components of an effective interviewing strategy. * Explain the importance of an accurate job description. * Summarize the process of preparing for the interview. | |
| *Training Outline* | * 1. Welcome      1. Navigation      2. Learning Objectives   2. Intro to Scenario/Avatars      1. Max – middle 30’s recruiter at X Tech Company, relatively new to the company, experienced HR member      2. Tom – late 40’s/early 50’s hiring manager, has been with X Tech since the late 90’s. Very experienced in technical aspects of the company.      3. Max and Tom discuss the issues associated with hiring a large number of new recruits. They work remotely, so they are holding a conversation over Zoom. Both share personal strengths and weaknesses of the interview process. Max – good at getting to know a candidate on a personal level. Can judge if this person is a good fit for the culture of the company. Struggles with asking the right questions to determine candidate’s knowledge of the technical side of the job. Tom – very knowledgeable of the technical aspects of the job. Struggles with coming across as intimidating to a candidate and has difficulty drawing out information from a candidate beyond a simple, direct answer to a technical question.   3. Seven Components of Interviewing Strategy (LO 1)      1. Timeliness         1. Prioritize scheduling an interview time         2. Schedule the interview as soon as possible      2. Precise job description         1. Ensures everyone’s time is respected.         2. Projects a positive image on the company      3. Assess candidate’s capacity for learning         1. No checklist needed         2. Potential of eliminating a good candidate      4. Personal Preparation         1. Requires the most work         2. Key to a successful interview      5. Training of interviewers         1. All interviewer participants should be properly trained         2. Must be knowledgeable of subject matter         3. Be able to interpret responses to questions as correct or incorrect         4. Be able to “go off script” to dig deeper into a person’s skills      6. Keep purpose of interview always in mind         1. Not an opportunity to demonstrate your own smarts         2. Not an opportunity to intimidate or make candidate uncomfortable         3. Conduct individual interviews, not with multiple interviewers      7. Make introductions         1. All decision makers should be involved         2. Make decisions quickly   4. Max and Tom Scenario – Let’s take a deeper dive into a few of these strategy points.   5. Know what you want: The importance of the job description (LO 2)      1. Fully define the job         1. What are the technologies involved?         2. What is the team culture and dynamic like?         3. What business skills are needed to do the job?      2. Knowledge Check: Scenario – Max and Tom are discussing an interview gone wrong due to an inaccurate job description. The learner is given three choices of how the interview could have been improved.   6. Personal preparation: the key to a successful interview (LO 3)      1. Max and Tom scenario – discussing ways to be prepared for an interview         1. Know every question to be asked         2. Determine number of major topics         3. Determine which questions to ask for each topic         4. Be sure questions are important to the job         5. Be willing to improvise         6. Don’t use coding tests         7. Ensure that some questions relate to the business acumen and culture      2. Knowledge Check –A character needs to “take” supplies to an interview. The learner will drop the correct supplies into the character’s briefcase. The drop items will look like pieces of paper with labels of different ways to be prepared for an interview. If the item is not a correct choice, it will not drop into the briefcase.   7. Introduction to graded quiz – Max and Tom scenario with review of information and introduction of the quiz.   8. Final graded quiz   9. Summary   10. Conclusion | |
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| *Assessment Plan* | * Two Knowledge Checks. One scenario-based and the other is interactive. The knowledge checks will not be scored with the final graded assessment. * Final Graded Assessment -- 5 questions based on the learning objectives. The questions may be multiple choice, scenario based, matching, or some other form. Must receive an 80% to pass. Learner may retake quiz as many times as needed to pass. | |