

Design Document: Interview Strategies for Technical Solutions

Designed and Developed by Cynda Fickert

Business Purpose	<p>Upper management at Technical Solutions (TS) reports dissatisfaction with the quality and quantity of current new hires.</p> <p>Technical Solutions needs to hire 2,000 employees during the next 12 months, and they would like to speed up the interview process while simultaneously ensuring candidates have the appropriate skill set for their technical team. Their goal is to lose less than 20% of qualified applicants to competitors and improve their new-hire retention rate to at least 75%.</p> <p>The purpose of this training is to provide all human resource (HR) interviewers and hiring managers (HM) timely information for hiring new employees that better meet the company's vision and goals. The training will address strategies to use before, during, and after the interview process.</p>
Target Audience	HR interviewers and Hiring Managers
Training Time	20 minutes
Training Recommendation	<ul style="list-style-type: none">● eLearning Course● Course will consist of introduction and background information as to why this is an important training.● Course will also include knowledge checks throughout.● Course will include 2 scenarios for users to practice interviewing strategies.
Deliverables	<ul style="list-style-type: none">● 1 eLearning Storyboard● 1 eLearning course developed in Articulate Storyline● Voice over narration● Virtual human avatar● Includes 3 knowledge check questions with feedback● Includes 2 scenarios (before the interview and during an interview)

Design Document: Interview Strategies for Technical Solutions

Designed and Developed by Cynda Fickert

	<ul style="list-style-type: none">● Includes final module assessment (80% accuracy to pass)
Learning Objectives	<ul style="list-style-type: none">● Define the purpose of an interview.● Describe how to prepare for an interview.● Choose appropriate topics and questions for an interview.● Conduct a successful interview.● Describe what to do after an interview.
Training Outline	<p><i>Part One, Before the Interview:</i></p> <p>Set the scene:</p> <ul style="list-style-type: none">● Setting is a business-style conference room with employees sitting around the table. A new member of the hiring team enters and introduces her/himself (learner selects avatar and inputs name).● Conversation between new member and avatar covers these questions:<ul style="list-style-type: none">○ What is the purpose of an interview?<ul style="list-style-type: none">■ Interviews are meant to ascertain whether a candidate is able to do the job to your satisfaction○ What happens before an interview?<ul style="list-style-type: none">■ Define job and skills needed for the job (pop-up examples of good and bad job listings)■ Determine 3-5 topics for the interview (learner selects from a list of possible topics)■ Prepare questions for the interview that fully address the topics<ul style="list-style-type: none">● Technical questions - include answers● HR questions● Business Culture questions<p>(Here the previously selected topics reappear, and possible questions for each topic are displayed)</p>

Design Document: Interview Strategies for Technical Solutions

Designed and Developed by Cynda Fickert

- Once we all agree on topics and questions, what else happens before the interview?
 - The team sets interview dates and confirms availability of all team members
 - A team member sends reminders 24 hours prior to meetings
 - Team members are provided an interview agenda, including a list of questions assigned to specific team members
- Knowledge check on the following objectives
 - Define the purpose of an interview.
 - Match members of a hiring team with their roles.
 - Describe how to prepare for an interview.
 - Choose appropriate topics and questions for an interview.

Part Two, During the Interview:

Scene: This is a scenario. The learner's avatar reappears and leads the interview process. Throughout the interview, the learner selects topics and questions for the job applicant to answer.

In this design document, the correct options are italicized, and the other options are not. If learners select a topic or question that derails the interview process, they receive feedback to select a better option to keep the interview focused.

This is a basic outline of the interview:

- Avatar welcomes an applicant and introduces committee members
- Begin with a relevant, open-ended question to engage the applicant and personalize the interview
 - *Why did you choose this field?*
 - What's your favorite sport?
 - Do you have any pets?
- Have each interviewer focus on a subset of questions
 - Technical Skills
 - *What coding language(s) are you most familiar with?*
 - What's your favorite type of monitor?
 - What multiplayer online games do you play?
 - HR policies

Design Document: Interview Strategies for Technical Solutions

Designed and Developed by Cynda Fickert

- *Why did you leave your last position? (Why are you planning to leave?)*
- Where do you live?
- Are you married? Do you have children?
- Business Culture
 - *Describe your ideal work environment.*
 - Will you be willing to join our company softball team?
 - Do you have any problem following a strict dress code?
- Focus questions on job skills
 - Dig a little deeper as needed to assess skill set
 - *What coding language(s) are you most familiar with?*
 - *Possible follow-up: Tell me about a project where you used this coding language.*
 - Stay focused on this job opening
 - *Why did you choose this field?*
 - *Inappropriate follow-up: Me too! I love using variables in Storyline!*
 - Avoid off-topic detours, such as weather or sports
 - *Describe your ideal work environment.*
 - *Inappropriate follow-up: I agree. I love working remotely. It gives me time to go kayaking.*
- Allow time for applicants to ask questions at the end of the interview
- Thank the applicant and escort them out of the room.
- Knowledge check on the following objectives:
 - Select appropriate responses to candidate answers.
 - Conduct a successful interview.

Part Three, After the Interview:

- Make a hiring recommendation within 24 hours after the interview
 - Do they have the technical skills
 - Does their personality seem to be a match for the company's business culture
 - Are they capable of performing all skills in the job description
- Contact applicant with decision

Design Document: Interview Strategies for Technical Solutions

Designed and Developed by Cynda Fickert

	<ul style="list-style-type: none">○ Give the applicant a deadline for accepting or rejecting the offer○ Be prepared to offer encouragement or a specific area of improvement for candidates not being hired● Knowledge check on the following objective:<ul style="list-style-type: none">○ Describe what to do after an interview.
<i>Evaluation Plan</i>	<p>Throughout the course, the learner will be asked knowledge check questions based on the information previously presented. If the learner is correct, their correct answer will be reinforced. If incorrect, they will be instructed on the correct answer and where to find it within the course.</p> <p>Learners will complete a final assessment. They must score 80% or higher to pass.</p>