Effective Interview Strategies

Target Audience: Target audience includes Human Resource interviewers and Hiring Managers.

Learning Objectives: At the conclusion of this module, learners will be able to complete the following tasks.

1. Define the purpose of an interview.
2. Identify how to prepare for an interview.
3. Conduct a successful interview.
4. Describe what to do following an interview.

Learning Levels: Knowledge and Performance

Outline:

- Course Opening/Intro / Welcome/Navigation
- Objectives
- Interview Purpose
- Before Interview
    - Define Job Listing
    - Select Topics and Questions
    - Set Logistics
- Knowledge Check #1
- During Interview
    - Greeting
    - Questions
    - Conclusion
- Knowledge Check #2
- After Interview

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- Summary
- Course Assessment
- Congratulations

- **Notes for reviewers:**
    - o Please focus on the **accuracy** and **completeness** of the content during this review cycle.
    - o During this review cycle, please provide very specific, written feedback by *adding a comment to the document*. Feedback includes recommended additions, deletions, and modifications.
    - o The text in the third column will be narrated audio.
    - o Formatting is merely to aid the voiceover talent: remember, learners will hear – not see – this text.
    - o Capitalization is not important in the third column, but is very important in the second column, "Slide Text."
    - o *For purposes of this SB, when multiple choices/answers are displayed, the correct answer will be italicized and highlighted.*

Module Resources/References: Job Aid – Before, During, and After Interview list of tasks; Job Description for Final Scenario

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Slide [1]/ Slide Title: *[Opening]*			Objective: [#]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Landing Page – Background image is a semi-transparent business-style conference room [Static] Banner with company logo and name at top of screen [1] Course title in middle of screen Wipe in from left timed with narration [2] Begin button on lower right of screen	Technical Solutions [1] Effective Interview Strategies [2] Begin	[1] Welcome to "Effective Interview Strategies" training module. [2] Click the begin button to start this course.	User clicks begin button
Notes: **Slide text timed with narration. User may click begin button at any time. Next button linked to slide 2**			

Slide [2]/ Slide Title: *[Introduction]*			Objective: [#]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Course narrator (Patti) center of screen. Following Patti's introduction [1], four avatars appear on screen with [2] text. A text box appears with [3] text for learner to input name.	[1] Welcome to the hiring team! [2] Select an avatar by clicking on a picture. [3] Type your name in the box.	[1] Welcome to the hiring team! I am Patti, and I will be your course instructor. [2] Please begin by selecting your avatar. [3] Next, please tell us your name. Let's get started! Click the next button to continue the course.	After Patti introduces herself [1], four avatar options fade in [2]. Learner clicks an avatar, and it moves to the center of the screen while the other three options fade out. [3] Learner enters name Learner clicks next to continue

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Notes:
Begin slide with next button disabled. Slide text timed with narration. user enters name, and then next button state change to normal. Next button linked to slide 3

Slide [3]/ Slide Title: *[Welcome]*			Objective: [#]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti in center of screen with speech bubble. Two buttons on lower right of screen – navigation and next	[1] Welcome! [2] Purpose of course [3] Click Navigation or Begin	[1] Welcome to this course for effective interviewing strategies. [2] This course will instruct all hiring team members on effective strategies to use before, during, and after interviews. [3] Click the navigation button if you would like to review the navigation tools for this course. Otherwise, click the next button to start the course.	Patti changes pose with each narration segment
Notes: **Slide text timed with narration; Buttons linked to slide 4 (Navigation) or slide 5 (begin)**			

Slide [4]/ Slide Title: *[Navigation]*			Objective: [#]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
[Static] Banner with course title at top of screen Graphic: Background is semi-transparent business-style conference room Red arrows fade in as VO references navigation features		VO: Use these player controls as you navigate the course. The next button advances forward one slide, and the previous button returns you to the last slide. You have several options for playing the current slide. If you need to take a break, click the pause button to stop the current timeline, and then click it again to pick up where you left off. If	Learner clicks next to continue

As VO ends, all arrows fade out except single, larger arrow pointing to Next		you want to start over on the current slide, use the replay button, and if you wish to focus on a specific part of the current slide, drag the slider to the spot you want. If you want to see a different part of the course, use the menu on the left. Finally, click on resources for supplemental materials. Click the next button to continue.	

Notes:
Learner may advance at any time; Next button linked to slide 5

Slide [5]/ Slide Title: *[Objectives]*			Objective: [#]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti on left of screen pointing to the right Objectives wipe in from right side of screen in a large rectangle, timed with narration	Course Objectives: [1] Define the purpose of an interview. [2] Describe how to prepare for an interview. [3] Conduct an interview. [4] Describe what to do following an interview.	After completing this course, you will be able to do the following: [1] Define the purpose of an interview. [2] Describe how to prepare for an interview. [3] Conduct an interview. [4] Describe what to do following an interview. Click next to continue.	Learner clicks next to continue when narration ends.

Notes:
Use paragraph animation so list comes in individually, timed with narration.
Next button disabled until narration ends; Next button linked to slide 6

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Slide [6]/ Slide Title: *Interview Purpose]*			Objective: [1]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti on left side of screen, facing user's avatar on the right Patti: speech bubble asking question [1] After Patti's question [1], two answer choices inside rectangles fade on screen below Patti's question [2].	[1] Username, what do you think the purpose of an interview is? Select an answer and click submit to see your result. [2] ➤ *The purpose of an interview is to find a candidate who can do the job to your satisfaction and is a match for your business acumen and culture.* ➤ The purpose of an interview is to find someone who has a deep technical understanding of the tasks we need completed.	[1] Why do we interview candidates? What is the purpose of the interview?	When user clicks submit, feedback appears as a layer. Positive Feedback: Correct! When interviewing a job applicant, use that time to ascertain their technical knowledge, but also get to know them on a business and personal level. Click next to continue course. Negative Feedback: While job applicants must demonstrate a level of technical knowledge applicable to the job opening, they must also be a match for your company and team. Use the interview to get to know them on a business and personal level in addition to digging into their technical skills. Click next to continue course.
Notes: **[Username] is from variable response on Slide 2; Next button is disabled until timeline ends on feedback layers; next button goes to slide 7**			

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Slide [7]/ Slide Title: *[Before Interview]*			Objective: [2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Solid dark blue background with three chevron-style tabs on the right (colors tbd) User avatar on the right, asking question [1] Patti on the left, gesturing toward the tabs, talking [2]	[1] What does the hiring team do? Do I just show up at the interview with a couple of questions? [2] In order to conduct a successful interview, you must have a plan. Each of the three tabs explains part of what we do before the interview. Click on each tab for more information.	[2] Planning an interview is the most important part of the interview process. Click on each tab for more information.	User clicks on one of the following three tabs: Define the job listing Select topics and questions Set logistics After completing a tab, user returns to this screen and selects the second tab. Repeat for the final tab.

Notes:
Slide text [2] timed with narration; Tabs trigger layers with base layer objects hidden; State change to selected after user visits layer; Base layer resume saved state when user returns to it
When all three tabs have been visited, next button on base layer state change to normal – base layer next button advances to knowledge check (Slide 13)

Slide [7a]/ Layer Title: *[Define job listing]*			Objective: [2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Dark blue background Patti on left side of screen, facing user's avatar on the right	[Patti] [1] OT Only The first step in the interview process is to clearly define the job listing. [Patti] [2] OT and VO		

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Patti: talking to user's avatar [1] – use speech bubble or rectangle Patti: narrates list [2] as each item appears in rectangle between avatars When list completes, speech bubble appears above Patti [3]	As a hiring manager, you need to know pertinent job details, such as: ➢ job responsibilities ➢ business skills needed to do the job ➢ performance evaluation metrics ➢ paths for promotion ➢ grounds for termination ➢ daily tasks ➢ team culture and dynamic ➢ required tools and technology ➢ job schedule ➢ any other relevant detail regarding the open position OT [Patti] [3] Let's look at a couple of examples. Click next to continue	[2] As a hiring manage, you need to know pertinent details about the job, such as: ➢ job responsibilities ➢ business skills needed to do the job ➢ performance evaluation metrics ➢ paths for promotion ➢ grounds for termination ➢ daily tasks ➢ team culture and dynamic ➢ required tools and technology ➢ job schedule ➢ any other relevant detail regarding the open position [3] Click next to continue	[2] Bulleted list wipes in from left timed with narration User clicks next button

Notes:
Next button disabled until list is complete; When user selects next, advance to slide 8; Change state of "define job listing" tab on base layer to visited

Slide [8]/ Slide Title: *[Define Job Skills]*			Objective: [2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room		*[Insert Script Text]*	

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Patti on left side of screen, facing user's avatar on the right Patti: talking to user's avatar [1] – use speech bubble or rectangle After Patti's question [1], two answer choices inside rectangles fade on screen below Patti's question. As feedback is shown, user avatar changes pose (positive feedback=happy, negative feedback=sad or thinking)	[Patti] [1] Username, which of these details are essential for hiring managers to know about a job opening? Click submit to see your feedback. ➢ *Hiring managers must know what job skills an applicant must have to do the job to the company's satisfaction.* ➢ Hiring managers must know where the applicant's office will be located.		[1] User selects submit; feedback appears as a layer. Positive: Absolutely! The hiring manager will comb through résumés prior to the interview searching for applicants with the relevant job skills. Click next to try another example. Negative: The office location will probably not affect the candidate's ability to perform the job to your satisfaction. Keep your focus on the interview purpose. Click next to try another example.
Notes: **Next button takes user to slide 9**			

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Slide [9]/ Slide Title: *[Define Job Skills]*			Objective: [2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room After Patti's question [1], two answer choices inside rectangles fade on screen below Patti's question. As feedback is shown, user avatar changes pose (positive feedback=happy, negative feedback=sad or thinking)	[Patti] [1] Let's try one more example, Username. Which detail is necessary for the hiring manager to know about the job opening? Click submit to see your feedback. ➤ *What is the typical daily routine or schedule for this job?* ➤ What time do employees in this role get a lunch break?	[*Insert Script Text*]	[1] User selects submit; feedback appears as a layer. Positive: That's correct. Understanding the daily routine will prepare the hiring manager for answering questions the applicant might have as well as finding a match for the business culture and team. Click next to learn about selecting topics and questions for an interview Negative: Lunch is important, but it is not an essential detail necessary for this hiring manager in an interview. Knowing the entire daily routine, not just lunch times, will help the hiring manager understand the job needs and duties. Click next to learn about selecting topics and questions for an interview User clicks next button
Notes: Next button returns user to slide 7			

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Slide [7b]/ Layer Title: *[Select Topics and Questions]*			Objective: [2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti facing user avatar, engaged in conversation	[1] Define Job Skills ↓ [2] Topics ↓ [3] Questions ➢ [4] Prepare questions for the interview that fully address the topics ➢ [5] Technical questions - include answers ➢ [6] HR questions ➢ [7] Business Culture questions	[Patti] [1] Once you have fully defined the job and required skills, it's time for the team to determine the topics and questions. This is arguably the single most important step in the process. [2] Selecting appropriate topics and preparing well-planned [3] questions for those topics keeps the interview on track and provides the information you need to find the best candidate for the job. When preparing questions, be sure to [4] fully address the topics. Include [5] answers with the questions about technical skills. Finally, be sure to include some [6] human resource and [7] business culture questions. Let's explore some appropriate and inappropriate topics and questions for interviews. Click next to continue.	OT wipes in from left timed with narration Learner clicks next button

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Notes:
Next button disabled until narration ends; Change state of Select Topics and Questions to visited on base layer; Next button takes user to slide 10.

Slide [10]/ Slide Title: *[Select Topics]*			Objective: [2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti facing user avatar, engaged in conversation	[Patti] [1] Username, click on the topics you think should be included in an interview for Technical Solutions. Click submit for your feedback. ➢ *Technical Skills Questions* ➢ Current Family Situation ➢ Favorite Hobbies ➢ *Human Resource Questions* ➢ Religion ➢ *Business Culture*	[1] Which topics should be used in an interview for Technical Solutions? Click on your selections and then click submit for feedback.	User clicks on selected topics
Feedback is shown as a chart of [2] Do's and [3] Don'ts As feedback is shown, Patti is talking, and user avatar changes pose from listening to thinking When narration completes, next button is enabled	[2] Do's and Don'ts chart here	[2] Topics relevant to this position include technical skills, human resources, and business culture. We'll cover specific questions for each of these topics next. [3] Do not ask questions relating to family situation, hobbies, or religion. Not only are these irrelevant for the job listing, but some states also have laws	[2] User selects submit; feedback appears as a layer Narration timed with list on feedback layer: Do: ➢ Technical Skills Questions ➢ Human Resource Questions ➢ Business Culture

		against asking these questions in interviews. Click next to continue the course	Don't: ➢ Current family situation ➢ Favorite Hobbies ➢ Religion User clicks next button

Notes:
Next button goes to slide 11

Slide [11]/ Slide Title: *[Select Questions for Topics]*			Objective: [2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti facing user avatar, engaged in conversation Question	[Patti] Which is the better question to use in an interview to assess the topic of business culture? ➢ <mark>Generally, do you prefer to work independently or as part of a team?</mark> ➢ Tell me about the worst person you've ever had to work with.	*[Insert Script Text]*	User selects submit; feedback appears as a layer. Positive: You got it! This is the best choice. Knowing the daily routine of this job listing will help you determine if the candidate will work independently or in a team most of the time. Let's try another example. Click next to continue. User clicks next Negative: We have all probably had coworkers with whom we disagreed or didn't mesh, but that's

			not a helpful interview question. Keep your attention focused on the job description and purpose of the interview. Let's try another example. Click next to continue. User clicks next

Notes:
Next button takes user to slide 12

Slide [12]/ Slide Title: *[Select Questions for Topics]*		Objective: [#]	
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti facing user avatar, engaged in conversation	[1] Let's try another example, Username. This time, select the most appropriate question for the topic of technical skills. Click submit to see your feedback. ➢ ==*What coding language(s) are you most familiar with?*== ➢ What's your favorite type of monitor? ➢ What multiplayer online games do you play?	*[Insert Script Text]*	User selects submit; feedback appears as a layer. Positive: Excellent choice! For this interview, having the candidates speak to their experiences and strengths will help you determine if they have the needed technical skills for this opening. Let's move on to setting interview logistics. Click next to continue. User clicks next to continue.

			Negative: Monitors are important tools, but do they help you identify if this candidate has the appropriate job skills? User clicks next to continue. Is the candidate required to play multiplayer online games as part of the job description? If not, then this question is likely to derail the interview. Let's move on to setting logistics. Click next to continue. User clicks next to continue.

Notes: Next button returns user to slide 7

Slide [7c]/ Slide Title: *[Set Logistics]*			Objective: [2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Dark blue background with four icons on right side of screen Patti on left, facing user avatar on right User Avatar [1] – Excited: talking to Patti [2] – use speech bubble or rectangle, point to icons User Avatar turns to face icons	[1] Great! I know what the job details are, and I have the topics and questions. Let's do the interview! [2] We are almost ready, but we still have a few details to finalize. Let's go over setting up the logistics of an interview. [3] Responsibilities of hiring managers include:	[3] [Patti] Prior to the interview, hiring managers do the following: ➢ Set interview date(s) and confirms availability of all team members. ➢ Send reminders to all team members 24 hours prior to meetings; send a second	List [3] text wipes next to icons in from left side of screen, timed with narration

Patti [3] use speech bubble or rectangle Patti: narrates list [3] as each item appears next to icon	 Set interview date(s) and confirm availability of all team members Send reminders to all team members 24 hours prior to meetings and a second reminder one hour before the meeting Provide an interview agenda, including a list of questions Secure a space where you will not be interrupted or distracted	reminder one hour prior to the start of the meeting ➢ Provide an interview agenda, including a list of questions. ➢ Secure a space where you will not be interrupted or distracted.	
[4] Patti narrates when list completes	[4] Next button normal	[4] Click next to continue to your first knowledge check	User clicks next button
Notes: ****Assumption is a f-f interview, but that would be a question for the SME to verify; can change the "secure a space" to online meeting etiquette based on company; icons are samples – images will be provided by company; Next button returns user to base layer (Slide 7); If**			

all three tabs have been visited, next button on base layer state change to normal – base layer next button advances to knowledge check (Slide 13)

Slide [13]/ Slide Title: *[Knowledge Check 1]*			Objectives: [1,2]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Dark Blue Background with Patti on left side of screen and user avatar on right side of screen.	Patti [1]: Welcome to your first knowledge check, Username.	[1] This is the first of two knowledge checks. These questions help ensure you are understanding the course material. After you answer, you will see feedback to guide you as you continue the module.	User selects submit; feedback appears as a layer. After final question, user clicks next to continue

Notes: KC1 questions, answer choices, and feedback layers can be found here; Next button links to slide 14

Slide [14]/ Slide Title: *[During the Interview]*			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti and user avatar are sitting at a table. [1] User Avatar – caption	[Banner at Top] During the Interview User Avatar [1] What's next? Patti [2] Let's do some interview scenarios. Patti [5] Click next to begin.	User Avatar: [1] I've got everything set – topics and questions, meeting room, and all team members have confirmed attendance. But how do I actually conduct an interview? Patti: [2] That's what we do in this part of the training – we use scenarios to	User clicks next button

[2], [3], and [4] Patti – Single text box; Text fades out at each point, timed with narration		practice what happens during a successful interview. [3] I'm going to ask you questions, and you'll select a response. [4] Then I'll give you feedback based on your answers.	

Notes:
Next button state is normal – user may advance at any time; Next button links to slide 15

Slide [15]/Slide Title: *[Interview Greeting]*			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Patti facing user avatar Static banner at top of screen [1] Question in caption bubble below banner [2] and [3] Answer choices in between the avatars Answer choices are buttons	Patti: [1] How should you greet the candidate when they arrive? Select the appropriate way to begin an interview. [2] As the candidate enters the room, stand up to meet them, address them by name, and guide them toward the table. [3] Remain seated, point to an empty chair, and ask them their name.		User selects submit; feedback appears as a layer. Positive: You're off to a great start, Username! Greeting a candidate by name does two things. It lets the person know they are in the correct location, and it gives the hiring team a chance to find their notes on this candidate. Click next to continue. Negative: While remaining seated and pointing to the candidate's spot at the table is definitely easy, it sends a message to the applicant that they are

			not important to the team or company. You want to use the first impression to put the person at ease and reassure them they are in the correct location. Remember, they are interviewing our company just as we are interviewing them. Click next to continue.

Notes:

I realize they are standing on the table 😊 – images will be provided by Technical Solutions.

Next button disabled on base layer; Next button state change on feedback layers; Next button links to slide 16

Slide [16]/ Slide Title: *[During the Interview: First Question]*		Objective: [3]	
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Patti facing user avatar Static banner at top of screen [1] Question in caption bubble below banner [2] and [3] Answer choices in between the avatars Answer choices are buttons	Patti [1] Username, which of these is the best choice for the first interview question? [2] ==I see you have experience with C++. Tell me about a project where you used that coding language.== [3] How was your weekend?	*[Insert Script Text]*	User selects submit; feedback appears as a layer. Positive: That's right, Username! The first question in an interview should help the candidate relax, but it should also stay on topic for the job opening. A question asking the candidate to describe a professional experience keeps the conversation focused and allows team members to begin assessing technical skills. Click next to continue.

			Negative: Conversational questions might help the candidate relax and build rapport with the team, but they do not contribute to the purpose of the interview. Keep the conversation focused on the job listing. Click next to continue.

Notes:
Next button disabled on base layer; Next button state change on feedback layers; Next button links to slide 17

Slide [17]/ Slide Title: *[During the Interview: Follow-up question]*			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Patti facing user avatar Static banner at top of screen [1] Question in caption bubble below banner [2] and [3] Answer choices in between the avatars Answer choices are buttons	Patti [1] Now is a suitable time to practice a follow-up question. Even though we've prepared topics and questions, it is acceptable to dig a little deeper into an answer. Here, we can learn more about this candidate's technical skills by asking which question? [2] What was the advantage of using C++ instead of Python? [3] What size monitor did you use to write the code?	*[Insert Script Text]*	User selects submit; feedback appears as a layer. Positive: This question digs deeper into the candidate's level of comfort discussing more than one type of coding. This is valuable information for Technical Solutions to know about the applicant. Click next to continue. Negative: Will the monitor size give the team information about this applicant's job

			skills? If not, then it shouldn't be asked during the interview. Stay focused on the skills listed in the job description. Click next to continue.

Notes:
Next button disabled on base layer; Next button state change on feedback layers; Next button links to slide 18

Slide [18]/ Slide Title: *[During the Interview: Business Culture Question]*			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Patti facing user avatar Static banner at top of screen [1] Question in caption bubble below banner [2] and [3] Answer choices in between the avatars Answer choices are buttons	Patti [1] Let's ask the candidate a question relating to their view on business culture. Which question should we use? ➢ Describe your ideal work environment. ➢ Do you work well with others?	[*Insert Script Text*]	User selects submit; feedback appears as a layer. Positive: Yes. This open-ended question gives the candidate a wide range of topics for you to better understand his/her perspective. For example, the applicant might indicate a preference for working on a team rather than independently, working remotely instead of on-site, or what hours he/she prefers to work. Click next to continue. Negative: This is what's referred to as a "closed" question, meaning it only requires a yes or no answer. Also, what candidate is going to say

			"no" to this question in an interview. Closed questions don't give you enough information to get a feel for how the candidate would potentially fit into the business culture here at Technical Solutions. Click next to continue.

Notes:
Next button disabled on base layer; Next button state change on feedback layers; Next button links to slide 19

Slide [19]/ Slide Title: *[During the Interview: Inappropriate Follow-up Question]*			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Patti facing user avatar Static banner at top of screen [1] Question in caption bubble below banner [2] and [3] Answer choices in between the avatars Answer choices are buttons	Patti [1] Now is a suitable time to practice another follow-up question. Even though we've prepared topics and questions, it is acceptable to dig a little deeper into an answer. Be sure to keep follow-up questions focused on the job skills! Which of these questions should **NOT** be used as a follow-up to the candidate's previous question about ideal work environment? ➢ *I love working remotely too! It gives me time for kayaking. Do you like to kayak?*	[*Insert Script Text*]	User selects submit; feedback appears as a layer. Positive: Yes. This open-ended question gives the candidate a wide range of topics for you to better understand his/her perspective. For example, the applicant might indicate a preference for working on a team rather than independently, working remotely instead of on-site, or what hours he/she prefers to work. Click next to continue.

	➢ You mentioned you prefer working remotely. How do you feel about a 50/50 split **between** being on-site and working remotely?		Negative: This is what's referred to as a "closed" question, meaning it only requires a yes or no answer. Closed questions don't give you enough information to get a feel for how the candidate would potentially fit into the business culture here at Technical Solutions. Click next to continue.

Notes:
Next button disabled on base layer; Next button state change on feedback layers; Next button links to slide 20

Slide [20]/ Slide Title: *[Interview: Conclusion]*			Objective: [#]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Patti facing user avatar Static banner at top of screen [1] Question in caption bubble below banner [2] and [3] Answer choices in between the avatars Answer choices are buttons	Patti [1] Finally, let's practice how to wrap up the meeting. Select the appropriate way to end an interview. ➢ Stand up and allow team to thank the candidate. Address the applicant by name and inform them you will be in touch with a decision within 48 hours. Walk them from the table to the door and open it	*[Insert Script Text]*	User selects submit; feedback appears as a layer. Positive: You are correct. Let's look at each step of this process. Standing up is a cue that the meeting is finished. Addressing the candidate by name builds leaves a positive impression, both of the hiring team and the company. A clear deadline holds everyone accountable with timeliness in the hiring process.

	==for them. Let them know to contact you if they have any other questions about the job opening or Technical Solutions in general. Shake hands and wish them a good rest of their day.== ➢ While seated at the table, thank the applicant for coming. Tell them you will have a decision in a week or so, and they should wait to hear from you.		Keeping the door open for gives the candidate an opportunity to share any other concerns or questions about the position. Click next to continue. Negative: By not escorting the candidate to the door or using his/her name, you are signaling that they are not very important. The timeline for making a hiring decision is too long. We are competing with other companies to fill these positions, and the applicant will use the time to seek employment elsewhere. You are also closing the door on any future communication they might have needed with you regarding this position. Overall, this type of interview ending gives the candidate a negative impression of the team and the company. Always try to end on a positive interaction. Click next to continue.

Notes:
Next button disabled on base layer; Next button state change on feedback layers; Next button links to slide 21

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Slide [21]/ Slide Title: *[During Interview KC]*			Objective: [3]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
KC2 Questions, answer choices, and feedback layers can be found here	[Slide Title]	[*Insert Script Text*]	
Notes:			

Slide [22]/ Slide Title: *[After the Interview – make a decision]*			Objective: [4]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti on left, facing user avatar on right User Avatar [1] – Happy: talking to Patti [2] – use speech bubble or rectangle, point to icons User Avatar turns to face icons Exclamation Icon and banner text wipe in from left timed with narration [3] and remain static at top of screen during remainder of slide	User Avatar [1]: Now we have to decide about hiring the candidate? Patti [2]: Yes, and we have a couple of other things to do following an interview. Let me show you. (!) Patti: [3] The purpose of an interview is to find a candidate who can do the job to your satisfaction and is a match for your buisness acumen and culture.	User Avatar [1]: Now that the interview is over, we have to make a hiring decision, right? Patti [2]: Yes, Username, that's right. Let's review the process for after an interview. Patti [3]: Remember, the purpose of an interview is to find a candidate who can do the job to your satisfaction and is a match for your buisness acumen and culture. Patti [4]: Let's review our notes. [5]Does this applicant have the	[3] Banner wipes in from left timed with narration Text wipes next to icons in from left side of screen, timed with narration Slide auto plays

[4] Checklist icon fades in on the right side of screen when [3] completes animation and remains static on-screen during remainder of slide Patti [4]: Use speech bubble or shape Each question fades in timed with narration and remains on screen	 Patti [4]: Review the interview notes for each applicant and answer the following questions: [5] Technical Skills? [6] Personality? [7] Capable?	technical skills to do this job? [6]How does his/her personality fit with the business culture at Technical Solutions? [7]Overall, is this person capable of performing the skills listed in the job description? Click next to continue.	When timeline ends, user clicks next

Notes: Next button is disabled until timeline ends; At end of timeline, state change next button to normal; when returning to slide, resume saved state

Slide [23]/ Slide Title: *[After Interview – Decision]*			Objective: [4]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti is facing user avatar Two buttons are on screen in between them	Patti [1]: Have you decided whether to recommend this candidate, Username? Click either button.		[1] User selects yes or no Results appear as layers.

Notes:
User clicks yes – layer 23a appears; User clicks no – layer 23b appears; after either layer, next button on base layer changes state to normal; Next button takes user to slide 24

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Designed and Developed by Cynda Fickert

Slide [23a]/ Layer Title: *[After Interview – Decision Yes]*			Objective: [4]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti is facing user avatar [2] and [3] appear between them in caption boxes [4] appears after narration ends	Patti [1]: Great! Now be sure to: ➢ [2[Contact the candidate within 48 hours ➢ [3] Give them a contact person from Technical Solutions [4] Click next to continue	Patti [1] Let's share the good news! [2] Be sure to contact the person within 48 hours as promised during the interview. [3] When you call the candidate, direct them to a primary contact within the company who is available to both answer any questions and make decisions regarding contract negotiations and logistics.	OT wipes in from left timed with narration User clicks next

Notes:
Next returns user to base layer; base layer resume saved state; next button on base layer state change to normal

Slide [23b]/ Layer Title: *[After Interview – Decision No]*			Objective: [4]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti is facing user avatar [2] and [3] appear between them in caption boxes [4] appears after narration ends	Patti [1]: Okay, now we need to: ➢ [2] Contact the candidate within 48 hours ➢ [3] Be prepared to offer encouragement and Suggestions	Patti [1] Let's let the candidate know they were not selected. [2] Be sure to contact the person within 48 hours as promised during the interview. [3] When you call the candidate, be prepared to offer encouragement and	OT wipes in from left timed with narration User clicks next

		a specific area of improvement if they ask for suggestions.	
	[4] Click next to continue		

Notes:
Next returns user to base layer; base layer resume saved state; next button on base layer state change to normal

Slide [24]/ Slide Title: *[Summary]*			Objective: [4]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Graphic: Background is semi-transparent business-style conference room Patti is facing user avatar When narration [2] completes, both avatars fade off screen for remainder of slide	Patti [1]: Now, let's review. [2] Drag each interview strategy to the correct phase. Click submit when you are finished. Before an interview: ➢ Define job skills ➢ Select topics and questions ➢ Set logistics Patti [5]: During an interview: ➢ Greet candidate appropriately ➢ Keep interview focused on the job listing by asking relevant, open-ended questions and engaging the applicant in a discussion ➢ End interview on a positive note	Patti [1] You have completed all three parts of a successful interview. Let's review the strategies for each part. [2] Drag each strategy to the correct interview phase. Click submit when finished to see your feedback.	Drag and drop interaction Two attempts – Layers appear after each attempt Success Layer: Great job, Username! You've sorted the strategies into the correct interview phase. Let's wrap up this course with one last scenario. Click next to continue. Try again Layer: Not quite, Username. Try to sort them one more time. Click try again.

	After an interview: ➢ Make a hiring decision in a timely manner ➢ Contact applicant within 48 hours		Incorrect Layer: You didn't quite sort them correctly, Username. Here are the correct answers. Click next to wrap up this course with a final scenario.

Notes:
Next button disabled until drag and drop completed; next button change state to normal on success and incorrect layers; next button takes user to slide 25

Slide [25]/ Slide Title: *[Course Evaluation]*			Objective: [4]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Dark blue background with user avatar sitting at desk [1] Patti is facing user avatar, handing him/her a piece of paper	➢ [1] It's time for your final evaluation, Username. ➢ [2] Job description ➢ [3] Five decisions ➢ [4] Must make four correct choices [5] Click next to begin	[1] It's your turn to lead an interview, Username. [2] Here is the job description for the opening we need to fill. I'll be in the interview to see how well you've learned what we covered today. This counts as your end of course assessment. [3] You'll have five decisions to make during this scenario, and [4] you must make at least four correct choices to successfully complete the course. Good luck!	Bulleted list wipes in from left timed with narration. User clicks next to begin scenario.

Notes:
Next button normal throughout slide; user may advance at any time; Next button links to slide 26

Slide [2]/ Slide Title: *[Course Scenario]*	Objective: [4]

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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Dark blue background with user avatar sitting at desk looking at job listing and select the topics for this interview. OT timed with narration	User [1]: Let me look at the job listing. [2] Topics – click on the set of topics you will use based on the job listing.	[1] Let me look at the job listing. [2] Now I need to select topics for this interview. Which ones are better?	[1] Job listing flies (spins?) on screen; user clicks x in upper right corner to exit [2] Show two sets of topics; user clicks which set to use for the interview.
[3] Scene changes to interview room with two buttons – lighthouse slides show each option First option – user avatar walks over, greets applicant by name and invites her to the table Second option – user avatar standing with group of colleagues, calls across the room for her to have a seat at the table	[3] Interview Greeting	[3] Which of these is the correct way to greet the job applicant?	[3] Two on-screen characters with motion paths – select one
[4] Scene change – same business-style conference room, but user avatar, Patti, and job candidate are sitting together at the table.	[4] Interview Question Topic Addressed from Job listing: Design, build, and maintain efficient, reusable, and reliable C# code	[4] Which of these questions is the better choice for the topic listed?	[4] Four interview questions – select one

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[5] Scene Change – User avatar back in office at desk looking at interview notes, use thinking bubble	[5] After Interview ➢ **48 hours** ➢ 36 hours ➢ 12 hours ➢ 1 week [6] Click submit	[5] After the interview, how long do I have to contact the candidate with a hiring decision? [6] Click submit to see results	[5] Four choices – select one [6] Slide advances to quiz results when user clicks submit
Notes: **Job listing available as module resource; submit button takes user to results slide**			

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Knowledge check questions, answers, and feedback

KC1

Slide	Question	Answer Choices	Positive Response	Incorrect Response
13				
	Username, what do you think the purpose of an interview is? Select an answer and click submit to see your result.	➢ *The purpose of an interview is to find a candidate who can do the job to your satisfaction and is a match for your business acumen and culture.* ➢ The purpose of an interview is to find someone who wants to work remotely. ➢ The purpose of an interview is to find someone who does not know anything about coding but is willing to learn.	Correct! When interviewing a job applicant, use that time to ascertain their technical knowledge, but also get to know them on a business and personal level.	While job applicants might be willing to work remotely, they must also be a match for your company and team. If your team works on-site three days a week, you need a candidate who is willing to come to the office on those days. Technical Solutions needs employees with coding skills. While they are willing and able to train for job-specific duties, they expect employees to have coding skills when hired.
	Username, which of these is NOT something a hiring manager does before an interview? Click submit to see your feedback.	➢ *Offers everyone a gift card to their favorite restaurant.* ➢ Sends reminders for the meeting 24 hours in advance. ➢ Provides each team member a meeting agenda including a list of interview questions.	Correct! Hiring managers are not required to compensate team members. Good job!	Hiring managers do send meeting reminders in order to introduce the candidate to all decision makers at the interview. They also send meeting agendas, so all team members have a copy of the interview questions.

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KC2 - TBD

Slide	Question	Answer Choices	Positive Response	Incorrect Response

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Job Description

We are looking for a C# developer responsible for building C# applications, including anything from back-end services to their client-end counterparts. Your primary responsibilities will be to design and develop these applications, and to coordinate with the rest of the team working on different layers of the infrastructure. Therefore, a commitment to collaborative problem solving, sophisticated design, and quality product is essential.

Responsibilities

- Translate application storyboards and use cases into functional applications

- Design, build, and maintain efficient, reusable, and reliable C# code

- Ensure the best possible performance, quality, and responsiveness of applications

- Identify bottlenecks and bugs, and devise solutions to these problems

- Help maintain code quality, organization, and automatization

Skills

- Proficient in C#, with a good knowledge of its ecosystems

- Familiarity with the .NET framework {{you may specify particular versions based on your requirements}}

- Skill for writing reusable C# libraries

- Knack for writing clean, readable C# code

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Topics for Interview

<mark>Set 1 – Technical skills, Business Culture, and Human Resources</mark>

Set 2 – Religion, Politics, and Family Status

Interview Questions

Job Skill Addressed: Design, build, and maintain efficient, reusable, and reliable C# code

<mark>*Can you tell me about a project where you have designed using C# code?*</mark>
Do you know what C# code is?
Do you like C# code?
Did you study C# code in college?
Design, build, and maintain efficient, reusable, and reliable C# code