

ID Apply Storyboard_Company X Interview Project

Client X is unhappy with their hiring process. Specifically, the quality of recent hires has not been up to company expectations. As they are ready to fill 2000 positions, there is a strong need to address the issues that have caused these new hire concerns. The interviewing and hiring process needs an overhaul to ensure that quality candidates are being recruited and hired.

All candidates go through a post-interview follow-up with HR. In this post-interview, candidates have expressed frustration at their experiences with the hiring managers, relating to no-shows, differing job expectations compared to the job posting, long interview processes, and more.

Company X wishes to streamline the interview process to ensure that quality candidates accept positions when offered. This requires better communication between HR and the hiring managers, a strict set of procedures for interviews, and better training for interviewers.

Immediate Goal: Negative responses to the post-interview follow-ups will decrease by 20% over the next quarter.

Secondary Goal: Six month performance evaluations of all new hires will improve over the baseline from last year.

1) Title Slide		
Audio	Visuals/Text	Notes
Welcome to Company X's training module on The Interview Process. This short module will help you be better prepared to interview talent for our teams.	Company X logo will be centered on screen at the beginning.	Buttons will appear, timed to the audio.
If you're ready to get started, select the Begin button. If you'd like to review the navigational features, select the Navigation button.	Course title "The Interview Process" appears on screen Button that says "Begin" and button that says "Navigation."	"Begin" button will take learner to slide #3. "Navigation" button will take learner to slide #2.

2) Navigation		
Audio	Visuals/Text	Notes
Here are a few tips to help you navigate this course.	Title: Navigation	Arrows will appear, timed to the audio.
The course menu provides the contents of the course, so you can check on your progress. The seek bar will show		

<p>you how much time is left on each slide. The refresh button lets you restart the slide from the beginning. The forward and next buttons allow you to move through the course.</p> <p>Select next to continue.</p>	<p>5 arrows will appear, timed with audio pointing to the course menu, seek bar, refresh button, forward/next buttons.</p> <p>Text “Select next to continue” will appear at the bottom.</p>	
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

3) Introduction of Problem		
Audio	Visuals/Text	Notes
<p>Meet Keri. She’s a top candidate for one of our open positions. But there’s a problem! She’s also the top candidate for every other job she’s applied for. But we want her to come work for us.</p> <p>But, over the last 4 yrs, Company X has seen 38% of our top choices turn down positions with us because they’ve chosen to work for other companies. This does not include candidates who have withdrawn their applications midway through the application process.</p> <p>We’ve identified that many concerns revolve around the interview process, and post-interview check-ins with HR show low interest in employment with Company X based on candidates’ experiences during their interview.</p> <p>Keri is just one of the 2000 new team members we will need to hire in the next year, and we need you to make sure that we get the best talent that’s out there.</p> <p>In this training, you will follow Keri through her interview process and help the hiring manager make decisions to give Keri the best experience possible.</p>	<p>Keri avatar onscreen</p> <p>Numbers will flash onscreen to demonstrate 1) how many positions offered vs accepted, 2) \$\$ it takes to retrain, 3) \$\$ lost to lost productivity, 4) ratings at the post-interview check-ins.</p> <p>Pie graph showing the hires needed across the different departments.</p> <p>Show short animation of Keri on a computer, applying for a job.</p>	<p>Slide will automatically move to slide #4.</p>

4) Objectives		
Audio	Visual	Notes

<p>Our ultimate goal is to make sure Company X is able to hire our top choice candidates in as many positions as possible. And we need you to help make that happen.</p> <p>So, by the end of this course, you will be able to:</p> <ul style="list-style-type: none"> ● Explain the Company X Interview Protocol ● Apply the Interview Protocol in our simulated activity in order and then demonstrate your proficiency in real-life situations. <p>Select next to continue.</p>	<p>Title: Objectives</p> <p>Each objective will appear on screen, timed with audio:</p> <ul style="list-style-type: none"> ● Explain how to prepare for a Company X interview. ● Describe the Best Practices for conducting an interview. ● Apply the Interview Protocol in our simulated activity in order and then demonstrate your proficiency in real-life situations. <p>Text “Select next to continue” will appear at the bottom.</p>	
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

5) Branching Scenario		
Audio	Visual	Notes
<p>[phone ring] Keri: Hello?</p> <p>James: Hi Keri. This is James with Company X. We saw your resume and we’re really interested in speaking to you. Would you be available next week for an interview?</p> <p>Keri: Yes, I would. Thank you!</p> <p>Narration: Keri has been asked to come in for an interview with Company X. You are her interviewer. It’s up to you to make this a positive experience for her, so that she is impressed with Company X and wants to work here.</p> <p>Click Start when you’re ready to begin.</p>	<p>Image of a phone ringing.</p> <p>Conversation between Keri avatar and James avatar with a line down the center of the screen.</p> <p>Start button appears at the end of the narration.</p>	

6) Scenario - Respecting a Candidate’s Time		
Audio	Visual	Notes
<p>James: Hi Keri.</p> <p>Keri: Hello. It’s nice to meet you.</p>	<p>Animation of Keri and James interacting with each other and sitting down at a conference table.</p>	<p>The responses will be given differing point values. At the end of the scenario, the scores will be</p>

James: Welcome to Company X. I'm sorry to say that our second panel member was pulled away at the last minute and won't be able to join us.	Two options are presented to choose: 1. "We will set something up for you to chat with them in the next couple of days." 2. "They are so sorry to miss the interview, but trust that I can make the best decision for our team."	given as it relates to Keri's feelings about the interview.
Choosing #1		
James: We will set something up for you to chat with them in the next couple of days. Your answer did not fit within the Company Interview X Interviewing Protocol. An important piece of the interview process is respecting our candidate's time. This does not do that. To review the protocol, select the text. To move on, select next to continue.	Image of a document with "Respecting a Candidate's Time" written out with a checkbox and no checkmark. A box will highlight the words when the audio indicates. Text "Select next to continue" will appear at the bottom.	If user clicks on the text, slide # 14 will pop up on top providing more detail on the topic.
Choosing #2		
James: They are so sorry to miss the interview, but trust that I can make the best decision for our team. Yes! Your answer was appropriate for this situation. The Company X Interview Protocol states that interviewers should respect the candidate's time. This shows the candidate that we are serious about moving forward quickly. To review the protocol, select the text. To move on, select next to continue.	Image of a document with "Respecting a Candidate's Time" written out with a checkbox and a checkmark. Text "Select next to continue" will appear at the bottom.	If user clicks on the text, slide # 14 will pop up on top providing more detail on the topic.

7) Scenario - Having a Question List		
Audio	Visual	Notes
James: Can you tell me a little bit about yourself and your career history?	Animation of Keri and James interacting with each other and sitting down at a conference table. Two options are presented to choose:	The responses will be given differing point values. At the end of the scenario, the scores will be

<p>Narration: Keri explains her five years of work history, including an interesting tidbit</p> <p>Keri: I learned that when I lived in South Africa for two years.</p>	<ol style="list-style-type: none"> 1. “South Africa! Can you tell me more about how your time there informed your learning of these skills?” 2. Great, thank you! Next, can you please tell me what you would do in this scenario? 	<p>given as it relates to Keri’s feelings about the interview.</p>
Choosing #1		
<p>James: South Africa! Can you tell me more about how your time there informed your learning of these skills?</p> <p>Yes! Your answer was appropriate for this situation. The Company X Interview Protocol states that interviewers should not just go down a checklist of questions. When prospective candidates mention relevant information in their interview, it’s important to be able to be flexible and ask for additional information.. This shows the candidate that you are listening to their answers.</p> <p>To review the protocol, select the text. To move on, select next to continue.</p>	<p>Image of a document with “Not Just Using a Checklist” written out with a checkbox and a checkmark.</p> <p>Text “Select next to continue” will appear at the bottom.</p>	<p>If user clicks on the text, slide #15 will pop up on top providing more detail on the topic.</p>
Choosing #2		
<p>James: Great, thank you! Next, can you please tell me what you would do in this scenario?</p> <p>Your answer did not fit within the Company Interview X Interviewing Protocol. An important piece of the interview process is making sure you’re prepared with a question list. This does not do that.</p> <p>To review the protocol, select the text. To move on, select next to continue.</p>	<p>Image of a document with “Not Just Using a Checklist” written out with a checkbox and no checkmark.</p> <p>Text “Select next to continue” will appear at the bottom.</p>	<p>If user clicks on the text, slide #15 will pop up on top providing more detail on the topic.</p>

8) Scenario - Know What You Want Before the Interview Process

Audio	Visual	Notes
James: Can you please tell me about your experience with this skill.	Animation of Keri and James interacting with each other and sitting down at a conference table.	The responses will be given differing point values. At the end

<p>Keri: Hm. That’s actually not a skill that I have experience with. I didn’t see it listed on the job description?</p>	<p>Two options are presented to choose:</p> <ol style="list-style-type: none"> 1. We realized that was a skill missing from our team and needed to add it to the job description. 2. It was not on the job description initially, but it would become part of the job, and we would provide the time and training in order to learn it. 	<p>of the scenario, the scores will be given as it relates to Keri’s feelings about the interview.</p>
<p>Choosing #1</p>		
<p>James: We realized that was a skill missing from our team and needed to add it to the job description.</p> <p>Your answer did not fit within the Company Interview X Interviewing Protocol. An important piece of the interview process is knowing what you want. By adding things to the job description, this wastes everyone’s time.</p> <p>To review the protocol, select the text. To move on, select next to continue.</p>	<p>Image of a document with “Know What You Want” written out with a checkbox and no checkmark.</p> <p>Text “Select next to continue” will appear at the bottom.</p>	<p>If user clicks on the text, slide #16 will pop up on top providing more detail on the topic.</p>
<p>Choosing #2</p>		
<p>James: It was not on the job description initially, but it would become part of the job, and we would provide the time and training in order to learn it.</p> <p>Yes! Your answer was appropriate for this situation. The Company X Interview Protocol states that interviewers should know what they want ahead of time. If skills need to be added to the job, training must be available and it cannot be held against the candidate.</p> <p>To review the protocol, select the text. To move on, select next to continue.</p>	<p>Image of a document with “Know What You Want” written out with a checkbox and a checkmark.</p> <p>Text “Select next to continue” will appear at the bottom.</p>	<p>If user clicks on the text, slide #16 will pop up on top providing more detail on the topic.</p>

9) Scenario - Remember the Purpose of the Interview		
Audio	Visual	Notes
<p>Keri: Ok. I understand.</p> <p>James: It's a pretty easy skill to use, once you get the hang of it.</p>	<p>Animation of Keri and James interacting with each other and sitting down at a conference table.</p> <p>Two options are presented to choose:</p> <ol style="list-style-type: none"> 1. Alright - next question! 2. I remember when I was learning how to do it. I knew that it would be so helpful to my career, so I spent most of my free time practicing with it. It definitely paid off! 	<p>The responses will be given differing point values. At the end of the scenario, the scores will be given as it relates to Keri's feelings about the interview.</p>
Choosing #1		
<p>James: Alright - next question!</p> <p>Yes! Your answer was appropriate for this situation. The Company X Interview Protocol states that interviewers should always remember the purpose of the interview. You should be focused on getting to know the candidate and what they can bring to Company X.</p> <p>To review the protocol, select the text. To move on, select next to continue.</p>	<p>Image of a document with "Remember the Purpose of the Interview" written out with a checkbox and a checkmark.</p> <p>Text "Select next to continue" will appear at the bottom.</p>	<p>If user clicks on the text, slide 17 will pop up on top providing more detail on the topic.</p>
Choosing #2		
<p>James: I remember when I was learning how to do it. I knew that it would be so helpful to my career, so I spent most of my free time practicing with it. It definitely paid off!</p> <p>Your answer did not fit within the Company Interview X Interviewing Protocol. An important piece of the interview process is remembering the purpose of the interview. The interviewer should not spend time on things they know. It's all about getting to know the candidate.</p>	<p>Image of a document with "Remember the Purpose of the Interview" written out with a checkbox and no checkmark.</p> <p>Text "Select next to continue" will appear at the bottom.</p>	<p>If user clicks on the text, slide 17 will pop up on top providing more detail on the topic.</p>

To review the protocol, select the text. To move on, select next to continue.		
----------------------------------------------------------------------------------	--	--

10) Scenario - Don't Have a Checklist		
Audio	Visual	Notes
<p>James: Tell me about your experience with Software A.</p> <p>Keri: I used it a bit when I worked at StartUp A before we moved over to Software B. But I'm confident that I can pick it up again with some practice.</p>	<p>Animation of Keri and James interacting with each other and sitting down at a conference table.</p> <p>Two options are presented to choose:</p> <ol style="list-style-type: none"> 1. Ok. We were hoping to find someone with some more advanced skills with Software A. 2. Great. We will absolutely be sure to get you some practice to bring you back up to speed. 	<p>The responses will be given differing point values. At the end of the scenario, the scores will be given as it relates to Keri's feelings about the interview.</p>
Choosing #1		
<p>James: Ok. We were hoping to find someone with some more advanced skills with Software A.</p> <p>Your answer did not fit within the Company Interview X Interviewing Protocol. An important piece of the interview process is not keeping a checklist. It's important to find well-rounded and smart, determined employees. By rejecting someone who doesn't check every box means that we may lose strong candidates.</p> <p>To review the protocol, select the text. To move on, select next to continue.</p>	<p>Image of a document with "Do Not Keep a Checklist" written out with a checkbox and no checkmark.</p> <p>Text "Select next to continue" will appear at the bottom.</p>	<p>If user clicks on the text, slide 18 will pop up on top providing more detail on the topic.</p>
Choosing #2		
<p>James: Great. We will absolutely be sure to get you some practice to bring you back up to speed.</p> <p>Yes! Your answer was appropriate for this situation. The Company X Interview Protocol states that interviewers should not keeping a checklist. It's important to find well-rounded and smart, determined</p>	<p>Image of a document with "Do Not Keep a Checklist" written out with a checkbox and a checkmark.</p> <p>Text "Select next to continue" will appear at the bottom.</p>	<p>If user clicks on the text, slide 18 will pop up on top providing more detail on the topic.</p>

<p>employees. These are the types of candidates who can pick up skills easily.</p> <p>To review the protocol, select the text.</p> <p>To move on, select next to continue.</p>		
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

11) Scenario - Timeliness		
Audio	Visual	Notes
<p>James: Thank you again for coming in today. It was great chatting with you.</p> <p>Keri: Thank you for your time. Do you know when I can expect to hear more about the next steps?</p>	<p>Animation of Keri and James meeting each other and sitting down at a conference table.</p> <p>Two options are presented to choose:</p> <ol style="list-style-type: none"> 1. We're interviewing candidates today and tomorrow and hope to get back to everyone by the end of the week. 2. Our team lead is out this week, so it will likely be the middle to end of next week before we can get back to anyone. 	<p>The responses will be given differing point values. At the end of the scenario, the scores will be given as it relates to Keri's feelings about the interview.</p>
Choosing #1		
<p>James: We're interviewing candidates today and tomorrow and hope to get back to everyone by the end of the week.</p> <p>Yes! Your answer was appropriate for this situation. The Company X Interview Protocol states that interviewers should be timely with next steps. Our candidates are also interviewing other places, and if we can't get back to them quickly, they will take other positions.</p> <p>To review the protocol, select the text.</p> <p>To move on, select next to continue.</p>	<p>Image of a document with "Timeliness" written out with a checkbox and a checkmark.</p> <p>Text "Select next to continue" will appear at the bottom.</p>	<p>If user clicks on the text, slide 19 will pop up on top providing more detail on the topic.</p>
Choosing #2		
<p>James: Our team lead is out this week, so it will likely be the middle to end of next week before we can get back to anyone.</p>	<p>Image of a document with "Timeliness" written out with a checkbox and no checkmark.</p>	<p>If user clicks on the text, slide 19 will pop up on top providing more detail on the topic.</p>

<p>Your answer did not fit within the Company Interview X Interviewing Protocol. An important piece of the interview process is timeliness. Our candidates are also interviewing other places, and if we can't get back to them quickly, they will take other positions.</p> <p>To review the protocol, select the text. To move on, select next to continue.</p>	<p>Text "Select next to continue" will appear at the bottom.</p>	
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------	--

12) Review Protocol		
Audio	Visual	Notes
<p>How did you do today?</p> <p>[If score is 4 or below]: Keri had a negative experience with the interview process. If offered the position, she will not take it.</p> <p>[If score is 5-7]: Great! Keri had a positive experience with the interview process, and she is looking forward to joining the team!</p> <p>You can further review each piece of the Company X Interview Protocol by selecting each piece of text on the document.</p> <p>When you're finished reviewing the protocol, select next to continue.</p>	<p>Appropriate animation of Keri depending on the score that appears.</p> <p>Then, the Interview Protocol checklist will appear with the learner's positive choices check marked and the negative ones blank.</p> <p>Text "Select next to continue" will appear at the bottom.</p>	<p>The text will be clickable for the learner to review each piece of the protocol. A slide will pop up with additional information on each one.</p>

13) Summary		
Audio	Visual	Notes
<p>Congratulations for completing our training module on our Interview Protocol.</p>	<p>Appropriate animation of Keri depending on the score that appears.</p>	<p>The text will be clickable for the learner to review each piece of the protocol. A slide will pop up</p>

Please refer to the emailed document titled “Company X Interview Protocol” whenever you are preparing for an interview.	Then, the Interview Protocol checklist will appear with the learner’s positive choices check marked and the negative ones blank.	with additional information on each one.
-------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------	------------------------------------------

14) Respecting a Candidate’s Time		
Audio	Visual	Notes
	<p>When a candidate has to take the time for multiple interviews, we are at risk of them choosing another organization. We are competing with other organizations, and those that can move quickly will be able to hire their top choices.</p> <p>When scheduling an interview, make sure everyone clears their calendar. Other meetings should not be booked, unless urgent situations. In that case, that person will not be part of the interview process.</p>	

15) Having a Question List		
Audio	Visual	Notes
	<p>Prepare for the interview by having a thorough list of questions ready to ask the candidate. These questions should cover all the essential pieces of the job description, but should also include questions that describe the team’s culture.</p> <p>But don’t be afraid to improvise! This is especially important when the candidate mentions something job-related that you would like additional clarification. Just make sure any questions you ask are job-related.</p>	

16) Know What You Want Before the Interview Process		
Audio	Visual	Notes

	It's vital that the team determines what skills the new employee needs to have. Adding new skills to a job description after the job has been posted and candidates have applied wastes everyone's time. This makes the company look bad, and we want to avoid that.	
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

17) Remember the Purpose of the Interview		
Audio	Visual	Notes
	The interview is in place so that we can learn more about the candidate and how they may fit in with our team. It's not a place to make yourself feel smart. It's not a place to make the candidate feel stupid (this has been mentioned by candidates!) Your primary goal is to find someone who can perform the functions of the job to your expectations.	

18) Don't Have a Checklist		
Audio	Visual	Notes
	<p>While it's important to determine the required skills before posting a job, it's also important to know that strong candidates will not check every box.</p> <p>Skills can be learned, so we should be prioritizing candidates that can learn quickly, are team players, and is a problem-solver.</p>	

19) Timeliness		
Audio	Visual	Notes
	Do not make a candidate wait an extended period of time before getting back to them about the position.	

	We are not their only interview, and the longer we wait, the more likely they are to accept another position.	
--	---------------------------------------------------------------------------------------------------------------	--