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Structured Interview Training

<i>Business Purpose</i>	<ul style="list-style-type: none">• Company X need to recruit 2000 new members to their technical team this year. The company is not satisfied with the quantity nor quality of recent new hires.• Currently, the company does not have interesting and engaging non-technical training for interviewers and recruiters.• The company lacks a standardized interviewing process which leads to a wide variety in the quality of potential new hires and their job expectations.• The current training needs to be redesigned to create a standardized interviewing and hiring process.• This training will result in the following outcomes:<ul style="list-style-type: none">○ Improved interview strategies by HR interviewers and hiring managers.○ Increased number of technical team employees with deep understanding of the technical material.
<i>Target Audience</i>	<ul style="list-style-type: none">• HR staff and hiring managers involved in recruiting and interviewing candidates for the technical team.
<i>Training Time</i>	<ul style="list-style-type: none">• 20 minute eLearning module
<i>Training Recommendation</i>	<ul style="list-style-type: none">• The recommended delivery method for this training is one interactive Storyline eLearning course. This recommendation is based on the following considerations:<ul style="list-style-type: none">○ The target audience is a distributed workforce across the United States.○ An eLearning course ensures consistency and eliminates the need for training instructors.○ A Storyline module allows for opportunities to increase engagement and interest in employees.
<i>Deliverables</i>	<ul style="list-style-type: none">• eLearning Module Storyboard for review and approval<ul style="list-style-type: none">○ Detailed narration script○ Content descriptions with sample images and interaction types○ Visual/display directions• eLearning Module<ul style="list-style-type: none">○ Storyline module with voice-over narration○ 1 scenario○ 1 knowledge check○ 1 final graded assessment

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<i>Learning Objectives</i>	<p>At the end of this training, learners will be able to:</p> <ul style="list-style-type: none">• Define a structured interview and describe its benefits.• Describe the key components of preparing for an interview.• Outline the steps for conducting a structured interview.
<i>Training Outline</i>	<p>Introduction</p> <ul style="list-style-type: none">• Welcome• Navigation• Course Overview• Learning Objectives <p>Structured Interviews</p> <ul style="list-style-type: none">• Defining structured interviews<ul style="list-style-type: none">◦ Asking set questions in a standardized order◦ Evaluating candidates using a standardized scoring system• Benefits of a Structured Interview<ul style="list-style-type: none">◦ Consistency: less prone to errors◦ Effectiveness: questions are formulated in advance to collect the most important and relevant information.◦ Reduce biases: less likely to be biased as interviewers work from a script.◦ Easiness: interview responses are easier to compare.◦ Efficiency: interviews and evaluations are more efficient as the interviewer asks set questions designed to collect useful information and evaluate the same question responses for each interviewee. <p>Preparing for a Structured Interview</p> <ul style="list-style-type: none">• Determine Needs<ul style="list-style-type: none">◦ Identify hard and soft skills for the role• Create Questions<ul style="list-style-type: none">◦ Behavioral questions◦ Situational questions◦ Job-specific questions• Develop rating scale• Knowledge Check: Scenario- learner will prepare for an interview by identifying skills needed for open position and identifying standardized questions to ask. <p>Conducting a Structured Interview</p> <ul style="list-style-type: none">• Greet candidate• Ask pre-determined questions in order (Be willing to improvise)• Candidate Responses- active listening, notetaking, and scoring• Close interview

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	<ul style="list-style-type: none">• Timeliness: schedule feedback meetings, make sure candidate meets everyone Conclusion and Assessment <ul style="list-style-type: none">• Summary• Review learning objectives• Assessment• Conclusion
<i>Assessment Plan</i>	<ul style="list-style-type: none">• Graded, 4-Question interactive Quiz• Passing score: 80% on eLearning assessment questions• Based on learning objectives• Two attempts to pass assessment