

Design Document

Strategies for Effective Interviewing

Business Purpose	<ul style="list-style-type: none">• X client needs to recruit and hire 2,000 new employees for their technical team this year. They rely on HR recruiters to lead the interview process and partner with hiring managers to interview potential candidates.• However, X client has been disappointed by the quality and quantity of hires they are getting. Many of their HR recruiters lack an understanding of the technical aspects that need to be addressed in an interview as well as other important aspects to consider. The result is that the interview process is not currently effective in identifying and hiring qualified candidates.• In order to address these issues, additional training is needed for HR recruiters to help them structure a consistent and effective interviewing process. This training will need to happen in advance of the hiring wave noted above.• Training the HR recruiters on key components of a successful interviewing process will lead to the hiring of more qualified candidates that are a fit for the positions the company is seeking to fill.
Target Audience	<ul style="list-style-type: none">• Human Resources recruiters who partner with hiring managers to interview potential employees
Training Time	<ul style="list-style-type: none">• The training time will be approximately 20 minutes.• Training time accounts for the number of main topics covered in this course and considers the average amount of time a learner may spend engaging in the various interactions, knowledge checks, and assessment questions.
Training Recommendation	<ul style="list-style-type: none">• One interactive e-Learning course developed in Articulate Storyline<ul style="list-style-type: none">○ The e-Learning delivery format will allow this course to reach all individuals in the identified target audience since the course can be accessed at any time by the learner based upon their own schedule constraints. Additionally, the course can be taken from any location where the learner has access to a laptop, tablet, or smartphone.• The e-Learning course will allow the learner to review real-life scenarios and take away best practices for implementation; content interactions and knowledge checks will be designed to further engage the learner.
Deliverables	<ul style="list-style-type: none">• Storyboard including script• One e-Learning course developed in Articulate Storyline<ul style="list-style-type: none">○ Voice-over narration○ Use of scenarios
Learning Objectives	<ol style="list-style-type: none">1. List the seven strategies for effective interviewing.2. Identify the key information you need to gather when determining position qualifications.3. Describe the steps involved in determining the content for the interview.

<p>Training Outline</p>	<ul style="list-style-type: none"> • Welcome (course title, company info) • Navigation • Introduction <ul style="list-style-type: none"> ○ Address the “why” of this course to get learner buy in <ul style="list-style-type: none"> ▪ Impact of a bad interview process ▪ How having a consistent and organized interview process can increase their effectiveness and productivity as an HR recruiter (and lead to better relationships with hiring managers) ▪ How the strategies that we’ll discuss will improve outcomes (e.g. getting more qualified candidates hired) ○ Learning Objectives • Topic 1 – Determining What You are Looking For <ul style="list-style-type: none"> ○ Intro scenario focuses on: the recruiter not understanding the purpose of the interview, a lack of consensus from the hiring manager about position qualifications, and unrealistically trying to check off all the boxes to find the “perfect candidate”. ○ Discuss interviewing strategies to address and prevent the issues in the scenario <ul style="list-style-type: none"> ▪ Strategy #1 – Understanding the Purpose of the Interview (finding fit between company and candidate) ▪ Strategy #2 - Determining position qualifications (job description, required education or experience, technical skills, non-technical or soft skills) ▪ Strategy #3 – Avoiding a Checklist (identify the most important qualifications (the non-negotiables), don’t have a long unattainable list) ○ Knowledge Check (determining position qualifications) – addresses Learning Objective #2 • Topic 2 – Preparing for the Interview <ul style="list-style-type: none"> ○ Intro scenario focuses on: not having questions prepared that target the position qualifications, having inconsistency amongst interviewers. ○ Discuss interviewing strategies to address and prevent the issues in the scenario <ul style="list-style-type: none"> ▪ Strategy #4 - Determining the content of the interview (what main topics do you want to cover, what specific questions will you ask, how to address technical aspects of position, follow up as needed) ▪ Strategy #5 - Training the other interviewers (provide guidelines, send pre-determined questions, send rubric for rating candidates) ○ Knowledge Check (determining the content for the interview) – addresses Learning Objective #3 • Topic 3 – Creating a Positive Experience for the Candidate
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	<ul style="list-style-type: none"> ○ Intro scenario focuses on: not being responsive to the candidate and not appropriately communicating timeline, having to bring the candidate back to meet other individuals. ○ Discuss interviewing strategies to address and prevent the issues in the scenario <ul style="list-style-type: none"> ▪ Strategy #6 – Ensuring Timeliness (clear timelines, respect candidate’s time, communicate about process) ▪ Strategy #7 - Making Sure the Candidate Meets Everyone (have all key stakeholders meet the candidate, avoid unnecessary delays) ● Summary <ul style="list-style-type: none"> ○ Reviews the key points of the content that was covered in this course ● Final Assessment ● Congratulations <ul style="list-style-type: none"> ○ Congratulates the learner on completing the course
Assessment Plan	<ul style="list-style-type: none"> ● Five graded quiz questions will be presented to the learner after they have completed the instructional course content. ● Quiz will include a variety of question types (e.g. multiple answer, matching drag and drop, matching drop-down, etc.). Question type will be selected to best align with the measurement of the corresponding learning objective. ● Learner will need to earn a passing score of 80% or higher to complete the course; they will be given the opportunity to retake the quiz until they earn a passing score.