

# Design Document

<i>Business Purpose</i>	X Company is interested in recruiting and hiring 2000 new team members for their technical department. Currently, the company is dissatisfied with either the quality or quantity of hires they are receiving from their recruiters and hiring managers. The company needs to improve interview practices to more efficiently and effectively locate highly qualified employees for this upcoming, large-scale hiring process.
<i>Target Audience</i>	The target audience for this training will be current recruiters and hiring managers associated with X Company.
<i>Training Time</i>	Training time for this module will be 20 minutes.
<i>Training Recommendation</i>	<ul style="list-style-type: none"> <li>• 1 L-2 eLearning course, which will provide training necessary for both current and future recruiters and hiring managers as needed.             <ul style="list-style-type: none"> <li>○ Training of this nature can be revised/updated when necessary and can be distributed among as many people as needed across the company in any location</li> <li>○ Timeframes for completion are flexible according to company guidelines</li> </ul> </li> <li>• Learners will participate in branching scenarios to help determine best courses of action when conducting interviews</li> </ul>
<i>Deliverables</i>	<ul style="list-style-type: none"> <li>• 1 e-Learning course</li> <li>• 1 storyboard outlining the training course             <ul style="list-style-type: none"> <li>○ Developed in Articulate Storyline</li> <li>○ Includes voice-over narration</li> <li>○ Includes 3 Knowledge Checks</li> <li>○ Includes 3 scenario-based learning opportunities</li> <li>○ Final evaluation</li> </ul> </li> </ul>
<i>Learning Objectives</i>	<p>By the end of the training, learners will be able to:</p> <ol style="list-style-type: none"> <li>1. Describe both the importance and process of defining timelines for the hiring process</li> <li>2. Develop collaboration plans between recruiters and hiring managers to maximize the hiring process timeline</li> <li>3. Determine interview questions that will best identify candidates based on defined job descriptions and necessary skills for more efficient hiring procedures</li> <li>4. Explain best interview practices to satisfy both the selection process and candidate's use of time</li> </ol>
<i>Training Outline</i>	<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>• Welcome             <ul style="list-style-type: none"> <li>○ Learners will be introduced to the "Effective Interviews for Improved Hiring Practices" module                 <ul style="list-style-type: none"> <li>○ Present three main characters positioned as a recruiter, a hiring manager, and a job candidate</li> </ul> </li> <li>○ Course Navigation and Start Course buttons</li> </ul> </li> <li>• Course Navigation</li> <li>• Learning Objectives</li> </ul>

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## **Interview Timeliness-Why It's Important**

- Phone calls and emails between recruiters, hiring managers, and candidates
  - Various communications and time lapses between the three to demonstrate how wasting time can negatively impact the interview process
- Candidate POV: On-screen character illustrates how lack of action may drive their motivations elsewhere
  - A good candidate has other opportunities
  - Focus on not wasting a candidate's time
  - Move as quickly as possible
  - Maintain candidate's trust
- Knowledge Check
- Begin scenario
  - Learner must progress through an initial interview contact between themselves and a recruiter, choosing the most appropriate paths for the contact with regard to timeliness

## **Recruiter and Hiring Manager Collaborations**

- Meeting between the recruiter and the hiring manager
- Conversation taking place between the two of them:
  - Define the interview timeline with the hiring manager
  - Schedule meetings to set timelines prior to posting job vacancies
  - Avoid steering off the timeline to reduce pitfalls and applicant withdrawals
  - Keep meeting records/use calendars to verify timeline decisions
  - Set deadlines
  - Determine next steps based on applications received
  - Do not begin interviewing until you know what you want
- Knowledge Check
- Begin scenario
  - Learner must progress through an interview collaboration meeting as either the recruiter or hiring manager (roles change back and forth depending on which part of planning is taking place), choosing the most appropriate paths for the conversation and in the best interests of both the company and the candidates.

## **Strategies for Best Interview Practices**

Learner will progress through the following information:

- Fully define the job available
  - What technologies are involved
  - Team culture and dynamic
  - Necessary business skills

Learner will match the most appropriate information together for the purpose of this interview:

- Plan ahead-Determine the number of major topics in your interview
  - For each topic, determine which questions you need to ask to be confident that the candidate knows it
    - Branch questions appropriately based on how well or how inadequately the candidate answers questions
    - Be willing to improvise on the questions; go off script to dig deeper into candidate's responses, if applicable (do not use checklists)

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	<ul style="list-style-type: none"><li>● Have all decision-makers involved in the interview to allow candidates to meet them and reduce follow-up interviews</li><li>● Knowledge Check</li><li>● Begin scenario<ul style="list-style-type: none"><li>○ Learner must progress through an interview as the hiring manager, choosing the most appropriate paths for the interview to cover the necessary material as well as to utilize time most effectively for the candidate</li></ul></li></ul>
<i>Assessment Plan</i>	<ul style="list-style-type: none"><li>● 5 questions will be presented from question bank, each connecting back to the learning objectives</li><li>● Learner must score 80% to continue</li><li>● Learners will receive 1 attempt</li><li>● Questions will include Multiple Select, Drag and Drop, Sequence Dropdown, and Matching</li><li>● Review feedback will be available to learners for those who do not pass after 1 attempt</li></ul>