

# Design Document: Interview Skills for Tech Interviewers & Recruiters

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<i>Business Purpose</i>	<p>Techs-R-Us needs to recruit and hire 2000 new members of their technical team this year. Techs-R-Us HR interviewers/recruiters need to refine their technical and HR interviewing skills to improve both the quality and quantity of new hire technical employees. KPIs include: 75% or better on hiring quality metrics and 20% reduction in time to hire new employees.</p>
<i>Target Audience</i>	<p>This training is for HR interviewers who partner with hiring managers to interview potential employees. There is a wide variance of technical expertise of the HR interviewers, depending on how long they have worked for the company and their background. Recruiters are distributed throughout the US, with an average age of 35.</p> <p><i>NOTE: Due to the diversity of technical expertise/HR interviewing skills and potential gaps in knowledge/skills of target audience, a pre-assessment should be given to all HR interviewers/recruiters to measure their current technical knowledge/HR skills for interviewing, as part of the audience analysis. Those who do not pass the pre-assessment will take the elearning training course to improve their technical knowledge related to HR interviewing skills.</i></p>
<i>Training Time</i>	20 minutes of L2/L3 elearning
<i>Training Recommendation</i>	<p>Although the project scope specifies L2 elearning, L2 does not adequately allow for the training to address the gaps in knowledge/skills for the target audience. Based on needs/audience analysis, recommend designing and developing L3 elearning training:</p> <ul style="list-style-type: none"> <li>• 1 L3 elearning course developed in Articulate Storyline             <ul style="list-style-type: none"> <li>○ Includes scenario-based learning for technical/HR interviewing skills</li> <li>○ Includes video demonstration of HR/technical interview skills</li> </ul> </li> <li>• 1 Job Aid: Quick Reference Technical Interview Q&amp;A</li> </ul> <p>Adjust content accordingly to L2 if project scope does not allow for L3 elearning and recommend additional elearning courses to sufficiently cover the depth and breadth of adjusted content.</p> <p><i>NOTE: If project scope/budget/time allows, also recommend to follow up elearning course with blended learning solution: role play interview workshop (either vILT or ILT based on geographic location) to match up veteran interviewers w/strong technical knowledge with newer HR interviewers w/strong HR skills to further practice technical interview skills.</i></p>
<i>Deliverables</i>	<ul style="list-style-type: none"> <li>• 1 storyboard including script/vo</li> <li>• 1 eLearning module in Storyline</li> </ul>

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	<ul style="list-style-type: none"> <li>○ 1 Scenario based learning</li> <li>○ 1 Video: technical interview skills</li> <li>● 1 Job Aid: quick reference guide with example tech interview questions/potential answers</li> </ul>
<i>Learning Objectives</i>	<ul style="list-style-type: none"> <li>● LO1: Identify the components of effective interview strategies.</li> <li>● LO2: Explain how to use effective interview strategies.</li> <li>● LO3: Determine appropriate technical topics and interview questions for job interviews.</li> <li>● LO4: Practice using deep technical interview questions.</li> </ul>
<i>Training Outline</i>	<ul style="list-style-type: none"> <li>● Welcome/Introduction to Interview Skills for HR Recruiters</li> <li>● Navigation</li> <li>● Topic 1: Components of effective interview strategies (LO1/LO2) <ul style="list-style-type: none"> <li>○ Purpose of interviews <ul style="list-style-type: none"> <li>▪ Ascertain candidates’ potential business fit, competency, motivation, abilities, skills, and knowledge for a job</li> <li>▪ Use consistent, formal rating scale to accurately assess candidates</li> <li>▪ Make good first impression to attract quality candidates</li> </ul> </li> <li>○ Job analysis and skills definition <ul style="list-style-type: none"> <li>▪ Fully define skills and role of ideal candidate</li> <li>▪ Identify “need to have/requirements” v. “nice to have/preferred”</li> <li>▪ Technologies needed</li> <li>▪ Business skills</li> <li>▪ Team culture/dynamic</li> </ul> </li> <li>○ Timeliness <ul style="list-style-type: none"> <li>▪ Scheduling interviews</li> <li>▪ Communication w/HR managers &amp; candidates</li> <li>▪ Meet w/decision makers</li> <li>▪ Making decisions</li> </ul> </li> <li>○ Interview prep <ul style="list-style-type: none"> <li>▪ Determine topics</li> <li>▪ Prepare relevant questions</li> </ul> </li> <li>○ Practice interviewing <ul style="list-style-type: none"> <li>▪ Subject matter knowledge</li> <li>▪ Variations of correct/incorrect interview answers</li> </ul> </li> </ul> </li> </ul>

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- Improve to dig deeper
- Interview for business acumen rather than just checklist of tech skills:
  - Intelligence
  - Adeptness
  - Capability
  - Receptiveness
  - Versatility
  - Skill transferability
- Video: demonstration of HR/technical interview skills
  - How to improvise and go off script to dig deeper
  - How to interview for business acumen plus tech skills
- KC: Topic 1 (LO1)
- KC: Topic 1 (LO2)
- Topic 2: Technical Topics & Interview Questions (LO3)
  - Engineering life cycle
    - Problem solving/troubleshooting
    - Design
    - Coding
    - Testing
    - Example interview questions & potential answers
  - Technical core competencies
    - Algorithms
    - Data structures
    - Systems design
    - AI/Machine learning
    - Data analysis
    - Networks
    - Example interview questions & potential answers
  - KC: Topic 2 (LO3)
- Topic 3: Interview Scenario (LO4)
  - 1 branching scenario w/choose-your-own-adventure style questions/answers
    - 2 interviewer avatars
      - 1 w/strong tech expertise
      - 1 w/strong HR expertise

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	<ul style="list-style-type: none"> <li>▪ 2 candidate avatars             <ul style="list-style-type: none"> <li>• 1 w/ideal qualifications, but weak interview skills</li> <li>• 1 w/less than ideal qualifications, but strong interview skills</li> </ul> </li> <li>▪ 1 technical job position with specific technical questions and branched answers depending on how learner answers             <ul style="list-style-type: none"> <li>• Interview question 1 &amp; 2 potential answers</li> <li>• Interview question 2 &amp; 2 potential answers</li> <li>• Interview question 3 &amp; 2 potential answers</li> </ul> </li> <li>○ KC: Topic 3 (LO4)</li> <li>• Summary (all LO)             <ul style="list-style-type: none"> <li>○ Review learning objectives and main topics</li> </ul> </li> <li>• Assessment: graded quiz             <ul style="list-style-type: none"> <li>○ Question 1 (LO1)</li> <li>○ Question 2 (LO2)</li> <li>○ Question 3 (LO3)</li> <li>○ Question 4 (LO4)</li> <li>○ Question 5 (LO4)</li> </ul> </li> <li>• Congratulations: course completion</li> </ul>
<p><i>Assessment Plan</i></p>	<p><i>(Pre-assessment: 10 graded questions of varied type; 100% to pass; those who pass may skip elearning course. NOTE: PRE-ASSESSMENT NOT INCLUDED WITHIN ELEARNING COURSE.)</i></p> <p>Assessment:</p> <ul style="list-style-type: none"> <li>• 4 ungraded knowledge checks (2 attempts plus feedback)</li> <li>• Quiz: 5 graded questions of varied type (multiple choice, multiple response, interactive, scenario)             <ul style="list-style-type: none"> <li>○ must have 80% to pass</li> <li>○ unlimited attempts</li> </ul> </li> </ul>