Training: Interviewing Best Practices

Target Audience: This training is for hiring managers and recruiters.

Learning Objectives: [make however many are applicable]

1. Implement strong communication tactics for making the candidate feel at ease and appreciated.
2. List ways to show the candidate they are respected.
3. Define the role the candidate is fulfilling.
4. Design a list of questions that will be used during the interview process.

Learning Level: [*Select from: Awareness, Knowledge, Skill, Performance, Mastery*]

Outline (ctrl + click to use hyperlinks):

- Welcome
- Navigation
- Purpose
- Learner Objectives
- BP 1: Know Your Purpose
- BP 2: Respect the Candidate
- BP 3: Define What You Want
- BP 4: Preparation
- Quiz Introduction

- Quiz Expectations
- Quiz "Job Description"
- Quiz Scenario 1
- Quiz Scenario 2
- Quiz Scenario 3
- Quiz Scenario 4
- Quiz Scenario 5
- Quiz Results
- Conclusion/Congratulations

Directions: [Notes for Reviewers, if applicable]

- Please focus on the **accuracy** and **completeness** of the content during this review cycle. "Page breaks" for the online course will be adjusted after the content is edited.
- Questions or notes for reviewers are indicated with <mark>green highlighting</mark>. All questions will need to be resolved before programming can begin.
- Track Changes is on, so please use this to make corrections. For questions or comments, please use the Comments feature.

- Remember, the text in the third column will be <u>narrated audio</u>.
  - There will be "connecting" words and phrases that would not appear in a written procedure. If the wording seems awkward to you, try reading the text aloud to see how it fits, then make changes if it still seems necessary.
  - Formatting is merely to aid the voiceover talent: remember, learners will hear – not see – this text.
  - Capitalization is <u>not</u> important in the third column "Narration/Voiceover," but is <u>very important</u> in the second column, "Slide Text."
- Optional Tip: Hiding the top and bottom margins of this document (double-clicking between the pages to "Hide/Show White Space") will enable you to go through the storyboard more smoothly.

Module Resources/References: [include links or titles of attachments that will go in the Resources tab]

N/A

Slide 1.1 Welcome			Return to Outline
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Stock image of The colors below are the palette for the course. Black and/or white text is acceptable if warranted. Hex code (turquoise): 00C2CB	Welcome to Apex Tech Solutions	Welcome to Apex Tech Solutions. We specialize in providing highly qualified technical talent to our clients.	Welcome to Apex Tech appears on the slide fr5om the beginning. Title of course timed with narration (on the bolded text)
	Strong Interviewing Builds Strong Teams	This course will focus on preparing you to **conduct focused interviews** that result in hiring the most qualified individuals.	Next enabled in time with VO bolded and sends learner to first slide in course, not Navigation slide.
Hex code (yellow): FFE389			
Hex code (navy): 002776	Navigation Tutorial	Click the **navigation butto**n to learn how to navigate through the course or click **next** to continue directly to the course.	
Basic branding layout:			

Close up of company logo			
Notes:			

Slide 1.2
Menu Title: *Navigation*

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Yellow background (hex code provided on 1st slide); semi-transparent to tone down the yellow when it's on the whole slide. Use a screenshot of the player. Arrows pointing to each element in the navigation. Use fill color from. Special button is turquoise (hex code in first slide) with navy (hex code in first slide) font.	Navigation Tutorial Menu Previous and Next Replay Pause Seekbar Resources Click here to start course	If you need to revisit a slide, you can use the **menu**. Use the **previous and next** buttons to move forward or backward. Click the **replay** button if you'd like to view the slide from the beginning. Use the **pause** button if you need more time. You can also slide the **seekbar** to return to something you missed on the current slide. Resources such as job aids can be found in the **Resources** menu. Special buttons will have instructions to follow, such as, **click here** to start the course or **click next**.	Nav Tutorial on screen from start of timeline. Next button is disabled until the custom button appears. Seekbar unlocked on all slides Remainder of text appears in time with corresponding bolded VO. User can click either the custom button or next to move to the next slide.

Notes:

Slide 1.3 Menu Title: *Purpose*			Return to Outline
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Image on half of slide: stock image of a person who seems to be interviewing someone. Positive vibes. Text on other half.	Purpose Apex Tech: • Highly qualified talent • Interviewing best practices • Consistency • 2,000 new hires • Tools for implementing best practices	Apex Tech takes pride in providing **highly qualified** talent to our clients. In order to be more effective, we would like to set **interviewing best practices** in place. These best practices will **provide consistency** in the interviewing process and ensure our clients are getting the best talent. We will need to **hire 2,000** new members for their technical team. The client has expressed concerns about the quality of recent new hires. This training will provide recruiters and hiring managers with the **tools** for implementing best practices.	**"Purpose" on screen at beginning of timeline.** Text is timed with bolded narration Learner advances to next slide with next button (which is disabled until the end of the timeline) Learner can still drag the seekbar.
Notes:			

Slide 1.4 Menu Title: *Objectives*			
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
One of the scenario characters who will be used later in the course. Smiling. Custom button is navy blue with turquoise lettering: Click "next" to learn about best practices.	At the end of this course, you will be able to: • Implement systems that prepare team members for the interview • Identify ways to show the candidate they are respected • Define the role the candidate is fulfilling. • Design a list of questions that will be used during the interview process	At the end of this course, you will be able to: • Implement systems that prepare team members for the interview • Identify ways to show the candidate they are appreciated and respected. • Define the role the candidate is fulfilling. • Design a list of questions that will be used during the interview process.	First line of text on slide when timeline starts. Bullet points timed with narration Custom button/shape to direct learner User clicks next
Notes:			

Slide 1.5 Menu Title: *Best Practices*			Return to Outline
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Tab interaction Background image, stock. People who appear to be interviewing/facing each other (only a small portion will show about the tab interaction) Labeled tabs have representative icons.	Best Practices Interviewing Best Practices Click on each tab When finished, select "next" to continue. Purpose Respect Define Prepare	To learn more about the four **best practices,** click each tab. **When** you are finished, select "next" to continue.	Header Title page of tab interaction. Tabs labeled Have body of Best Practices enter with narration Variable to prevent user from clicking next until each tab is visited.

Notes:

Slides 1.5-1.5D will be interactions on a tab menu and not on Player menu.

| Slide 1.5 | | | |
| TAB 1.5 A | | | |
Objective 3			Return to Outline
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Tab interaction from content library Stock image of what appears to be an interview for header of interaction slide. Each tab should have an icon that thematically connects to each best practice. Tabs should use navy blue with the turquoise lettering.	Best Practice 1: Purpose Know Your Purpose • Identify purpose • Highlight why you selected a candidate • Not the time for team members to display their knowledge	**Identifying** your purpose is essential to the success of the interview. The purpose should **highlight** why you've selected any given candidate for an interview. The interview is **not** the time or place for current team members to demonstrate their own knowledge or to "gatekeep."	1st line is on the tab Bullet points timed with narration

Notes:

Slide 1.5 TAB 1.5 B Objective 2			Return to Outline
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
See slide 1.5 description.	Best Practice 2: Respect Respect the Candidate • Be timely • Don't cancel and reschedule • All team members should be present • Agree on what the position requires of the candidate	Good candidates have a number of job options available to them. Apex Tech Solutions is one of them. We need to show them they are a priority by being **timely** with the interview and giving them a decision. Candidates often rearrange their schedules for interviews. **Do everything possible** not to reschedule. Let's not lose strong candidates because we rescheduled and or took too long to schedule interviews and make decisions. Part of respecting people's time is **making sure that all team members** are present so that there isn't a need to do a follow-up interview to meet additional members of the team. In order to get the best candidates, our recruiters and hiring managers need to be on the same page going into the interview. Be **clear and in agreement** on what a successful candidate will bring to the position.	1st line is on the tab Bullet points timed with narration
Notes:			

Visual/Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
See slide 1.5A description.	Best Practice 3: Define Define What You Want • Familiarize yourself with the job description • Job description is not a checklist • Be flexible • Team culture fit	Once you've selected candidates to interview, go into the interview knowing which position you are filling. **Familiarize** yourself with the posted job description and don't expect the candidate to fulfill requirements other than what is posted. The **job description** is not a checklist of skills and may not provide a complete representation of the candidate. **Be flexible** enough to go off-script and pursue a line of questioning that fits with the **team culture** or necessary skills and gives you a bigger picture of the candidate.	1st line is on the tab Bullet points timed with narration in bold
Notes:			

| Slide 1.5 |
| TAB 1.5D |
| Objective 4 |

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
See slide 1.5A description.	Best Practice 4: Prepare Preparation Is Crucial • Train team members • Bank of questions • Focus on job description and team culture • Not a checklist • High priority questions	Now that you have a clear focus on the previous Best Practices, it's time to prepare. All members of the **interview team** should be trained on how to effectively interview and focus on the needs of the role and team culture. Have **a bank** of questions that are specific to both the **job** and the team culture. Remember: this is **not a checklist** but a bank. There should be several questions that should be **high priority** in regards to the logistics of the job, but let the candidate's responses guide you.	1st line is on the tab Bullet points timed with narration

Notes:

Slide 1.6			
Menu Title: *Scenario Quiz Introduction*			
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Female interviewer and male candidate. Stock image of a conference room with a monitor for an online interview. Arrow pointing to laptop on cue with audio.	Click next to start the quiz.	Now it's time to put what you've learned into **practice**! Meet **Sonee**. She Is a hiring manager who has an interview scheduled with **Albert** today**.** He's applying for a .Net Developer position. Once you've reviewed the job description, click next to start the interview scenarios.	Use a lightbox for the Quiz text information. Timed with bolded audio "practice". See **slide 1.7** for quiz lightbox information. User must close out of lightbox to continue Zoom region on characters in time with narration on bolded names. Arrow pointing to laptop with bolded audio. Provide hotspot on laptop. Lightbox a job description. See **slide 1.8** for job description information User clicks next to continue. Next button enabled at end of timeline. Seekbar not locked
Notes:			

Slide 1.7			
Menu Title: Quiz Information Lightbox Slide			Return to Outline
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
White background. Apex branding in header. Navy textbox with yellow font.	Quiz Information • Scenario-based • 5 interview situations • 80% to pass • Unlimited retakes Click the X to close this slide and continue.	You will be completing a scenario based quiz with **5 interview** situations. You must get an **80%** to pass. You have **unlimited** retakes. Click the X to close this slide and continue.	Bullet points timed with bolded audio. User clicks X to exit the lightbox and return to slide 1.6.
Notes: This slide will not appear on the menu as it is used as a "lightbox."			

Slide 1.8			
Menu Title: Job Description Lightbox Slide—Not on menu			
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
White background. Apex branding in header. Navy textbox with yellow font.	• Producing code using .NET languages (C#, VB.NET) • Upgrading, configuring and debugging existing systems • Providing technical support for web, desktop or mobile applications • Collaborate with teams to produce software design • Familiarity with the ASP.NET framework • Attention to detail • Excellent communication skills Click the X to close this slide and continue.	Take a moment to read over the job description for the position Albert hopes to fill.	Job description in lightbox. No audio reading the bullets. User clicks X to exit the lightbox and return to slide 1.6.
Notes: This slide will not appear on the menu as it is used as a "lightbox."			

Slide 1.9
Menu Title: Scenario #1
Objective 2

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same conference room and table from previous slide. Only interviewer character is on-screen.

Mock-up email with message.

Options for Sonee in text boxes. | Hi Sonee,
I'm so sorry! A family emergency has cropped up, and I need to leave work immediately. I'm afraid I'll miss the interview with Albert today. Can we reschedule?

Regards,
Leah Organa

Knowing that Albert has rearranged his own work schedule to be available, Sonee asks Leah to send her the list of questions Leah created in preparation for the interview.

Family emergencies happen. Albert will understand and be willing to reschedule. He really wants the job, after all.

Click SUBMIT to continue. | Sonee is in the interview room getting things ready. She **receives an email** from the project manager of the team. Unfortunately, Leah, the PM, will be unable to attend the interview.

What should Sonee do? | Email onscreen timed with audio (bolded)

After audio: "what should Sonee do?" two options should appear on screen.

The first one is the correct answer on all of the Storyboard slides; have SL shuffle the answers.

Use variables to score.

Learner clicks SUBMIT to continue |

Notes: Because this is a quiz question, it will not show up on the Player menu.

Slide 1.10 Menu Title: *Scenario #2* Objective 1			Return to Outline
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Same conference room and table from previous slide. Interviewer is on-screen; Interviewee is on the Zoom call. Questions and response from interviewer and interviewee in speech bubbles.	Albert, give me an example of a difficult decision you've made on the job and how did you resolve it.

Great question! Last year, while working for ACME Supply Company, I successfully implemented a tracking code in order to… | Sonee and Albert have just begun their Zoom interview. With the list of questions Leah sent her, Sonee **instructs Albert** to discuss a time he faced a challenge at work and how he resolved it.

As **Albert responds**, Sonee realizes she had a very similar situation and wants to share how she handled it. | Speech bubbles timed to narration (bolded) |
| Options for Sonee in text boxes. | It's good that Sonee has a connection with Albert, but the interview is his time to show his skills. If he's hired, she can share her story at another time.

Making connections with candidates is a positive thing, and will make them feel more at ease. Sonee should share her expertise

Click SUBMIT to continue | What should she do? | Choices onscreen as question audio ends.

First choice is correct

Learner clicks SUBMIT to continue |
| **Notes:** <mark>Because this is a quiz question, it will not show up on the Player menu.</mark> | | | |

Slide 1.11
Menu Title: Scenario #3
Objective 3

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same conference room and table from previous slide. Interviewer is on-screen; Interviewee is on the Zoom call. Questions and response from interviewer and interviewee in speech bubbles. Options for Sonee in text boxes.	Part of the job expectation is to upgrade and debug existing systems. Can you walk me through the debugging process? Do you have previous Project Management experience because leadership is an important quality to the client? Click SUBMIT to continue.	Sonee is impressed with Albert's communication skills. Clearly, there's no issue. She has enjoyed talking with him, but needs to ask some questions related to the job itself. Which of these questions is better suited to the job description?	Choices onscreen as question audio question ends. First choice is correct Learner clicks SUBMIT to continue

Notes: Because this is a quiz question, it will not show up on the Player menu.

Slide 1.12
Menu Title: *Scenario #4*
Objective 3

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same conference room and table from previous slide. Interviewer is on-screen; Interviewee is on the Zoom call. Questions and response from interviewer and interviewee in speech bubbles. Options for Sonee in text boxes.	She should ask Albert about his experience with that platform. His response could put him further in the running for the position. She should stick with the bank of questions and the immediate needs of the job position. Click SUBMIT to continue.	While listening to Albert's response, he mentions a platform the client is considering adopting. What is the best action for her to take?	Choices onscreen as question audio question ends. First choice is correct Learner clicks SUBMIT to continue

Notes: Because this is a quiz question, it will not show up on the Player menu.

Slide 1.13
Menu Title: *Scenario #5*
Objective 4

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same conference room and table from previous slide. Interviewer is on-screen; Interviewee is on the Zoom call. Questions and response from interviewer and interviewee in speech bubbles. Options for Sonee in text boxes.	Think about the best boss or coworker you've ever had. What about them made you appreciate your time working with them so much? What do you like the best about your favorite restaurant? Click SUBMIT to finish the quiz and get your results.	The interview is wrapping up, but thanks to the bank of questions Sonee and Leah (the PM who had a family emergency) prepared prior to the interview, Sonee notices that Leah had several priority questions that were not directly related to the job skills and performance but company culture. Which of these is a strong question to see if Albert is a good fit for the team?	Choices onscreen as question audio question ends. First choice is correct Learner clicks SUBMIT to continue

Notes: Because this is a quiz question, it will not show up on the Player menu.

Slide 1.14 Menu Title: Quiz Results			Return to Outline
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Conference room from scenario slides with no characters and slightly transparent as background. Success layer: Check mark icon for passing Company logo at the top 1 box with score and one with points Review Quiz only on Success layer Turquoise bar at bottom of screen with Click NEXT to finish the course right justified	Quiz Results Nice job! You passed! Your Score Your Points Review Quiz Click NEXT to finish the course Sorry, you didn't pass. Please review the questions and the material if needed and try again. Your Score	n/a	**Success layer:** If the learner passed, they may review the quiz or click next to go to the conclusion If the learner didn't pass, they can retake the quiz. Failure layer: They may review quiz or retry. Unlimited retries. Once they pass, they can click next to finish the course.

Failure layer: X icon for not passing Company logo at the top 1 box with score and one with points Review Quiz only on Success layer Turquoise bar at bottom of screen with Click NEXT to finish the course right justified	Your Points Review Quiz Click NEXT to finish the course		
Notes:			

Slide 1.15 Menu Title: *Conclusion*			Return to Outline
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Company logo and yellow bar at top. White screen with navy blue text Turquoise bar at bottom Turquoise checkmark to exit the course	Congratulations! You are ready to help Apex provide the highest quality candidates to our clients. Remember, we want our interviews to reflect our company values. Be sure to: • Know your purpose • Respect the candidates • Define what you want • Prepare for the interview	**Congratulations**! You are ready to help Apex provide the highest quality candidates to our clients. **Remember**, we want our interviews to reflect our company values. Be sure to: • **Know** your purpose • **Respect** the candidates • **Define** what you want and • **Prepare** for the interview	Text flies in from the right on cue with audio (bolded)
Notes:			

Slide [##]/ Menu Title: *[Insert Title]*			Objective: [#]
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
	[Slide Title]	[*Insert Script Text*]	
Notes: Template if needed to copy for additional slides			