

INTERVIEW PROCESS DESIGN DOCUMENT

Amanda Ironside

Business Purpose	X Company needs to hire 2000 new technical team members this year. The company does not have interesting and engaging non-technical training for interviewers and recruiters to ensure the highest quality employees are found and hired. The company does not have a standardized interviewing process that all HR interviewers and recruiters conform to while completing the interview process. This leads to a wide variety in the quality of potential new employees and their expectations of the job. Because there is not a standardized interviewing and hiring process, some potential new employees are lost. The training needs to be redesigned to hold the interest of a wide variety of interviewers and recruiters, standardize the expectations for the interview process, and retain more potential new hire employees through respectful interpersonal practices.
Target Audience	HR interviewers and recruiters that are located remotely all over the US. Some of these employees have comprehensive technical knowledge needed to assess that aspect of the company needs, while others have a background based more in HR and are better at finding a higher quantity of potential employees and discussing overarching company policies and expectations.
Training Recommendation	Creating a standardized interviewing and hiring process is important for this company finding the highest quality employees and retaining them through the hiring process. The training for this process needs to be available to the trainers and HR interviewers in remote locations, so an eLearning module is the best fit for this company. A storyline module allows for opportunities to increase engagement and interest for employees. This module will also include branching scenarios that mimic role playing experiences that employees would receive in an in person training course.
Deliverables	eLearning Module Storyboard ● Detailed narration script for review and approval ● Content descriptions with sample images and interaction types for review and approval ● Scenario based practice interview assessment for content review, avatar/character selection, and approval eLearning Module ● Storyline module with associated narration ● Branched practice interview scenarios
Training Time	20 minute eLearning module
Learning Objectives	1. Identify the components of a structured interview. 2. Recognize the most common interview mistakes. 3. Choose strategies that avoid the most common interview mistakes.
Evaluation Plan	● Interviewers will demonstrate their ability to identify the components of a structured interview and recognize common mistakes in a drag and drop sorting assessment ● Interviewers will also complete a practice interview scenario to accurately navigate interview conversations using the components of a structured interview and avoid the most common interview mistakes.

- This scenario based assessment strategy will simulate real world roleplay and give interviewers the experience of seeing these components in action. It will also give interviewers examples of how the common interview mistakes can happen without the structured approach.
- A passing score for this assessment is 75%.
- Both the sorting activity and practice interview will be graded to include a total of 12 points.

Training Outline

- Introduction
 - ◆ Welcome, Navigation, and Objectives
 - ◆ Introduction video
- Common Interview Mistakes
 - ◆ A rigid checklist
 - Look at the whole candidate, not just a skill checklist
 - ◆ Boring and overused questions
 - Boring questions elicit boring answers that don't give additional information
 - ◆ Inappropriate small talk
 - Avoid questions on personal relationships, age, religion, gender, race
 - Keep small talk work/position related
 - ◆ Stress interviewing
 - Argumentative interviewing
 - Holding the conversation hostage
 - performance tests
 - Off the wall questions meant to shock
 - ◆ Knowledge check - Identify common interview mistakes
- Structured Interview Components - Explain each component of the structured interview strategy
 - ◆ Be prepared
 - Work as a Team
 - Identify Topics
 - Be Willing to Improvise
 - Culture Counts
 - ◆ Be respectful
 - Timeliness
 - Know what you need
 - ◆ Build rapport
 - Remember the purpose
 - Make sure the candidate meets everyone
 - ◆ Knowledge check - reflect on the components of structured interviews
- Conclusion and Assessment
 - ◆ Summary
 - Review learning objectives and course highlights
 - ◆ Assessment
 - Identify and sort interview strategies
 - Performance assessment introduction
 - Mock interview scenario graded questions

◆ Conclusion