

Interview Strategies Design Document

<i>Business Purpose</i>	X company is growing and needs to recruit and hire 2000 new technical team members this year. They are not currently pleased with the quality or quantity of hires they are getting. X company currently offers largely technical training to their employees but has a gap in the non-technical training for personnel, such as strategies for holding new-hire interviews. The goal of this training is to educate interviewers/recruiters on effective interview strategies. Effective interview strategies will help X company attract and hire great talent, streamline the process for both interviewers and candidates, and make attainable the large number of hires that need to occur in the upcoming year. Successful training would result in X company filling over 80% of its vacancies and a 70% retention rate for new hires after one year.
<i>Target Audience</i>	The target audience is HR interviewers/recruiters who partner with hiring managers to interview potential employees. The average age of the recruiters is 35. and are distributed all over the United States. Some of the older recruiters have been with the company since it started; these people tend to have a stronger grasp of the technical aspects of the jobs being filled. The newer employees tend to have a stronger background in HR and less knowledge of the technical material.
<i>Training Time</i>	Approximately 20 minute e-learning course.
<i>Training Recommendation</i>	Interviewers (learners) should access an e-learning course through X company's LMS to allow for asynchronous and self-paced learning, accessible from anywhere. eLearning will be the most efficient and cost-effective modality of training, as learners are scattered across the country in different time zones. eLearning will allow learners to complete the training at their current location and at their own pace.
<i>Deliverables</i>	1 storyboard with script outlining the Interview Strategies course 1 eLearning module, developed in Articulate Storyline with voiceover narration. Includes scenarios, scaffolded interactivity, knowledge checks and end-of-course assessment. 1 "Role Assignments within the Interview Team" worksheet PDF Job Aid 1 Interview Strategies PDF Job aid, highlighting the 3 main portions of the interview process, and the 3 pillars within each portion.
<i>Learning Objectives</i>	By the end of the training, the learner will be able to: ● Identify the three over-arching pillars of X Company's interview strategy. (Purpose, Preparation, Timeliness) ● Recall the three components of the pillar of purpose within the interview process. ● Outline the pillar of preparation within the interview process.

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	• Distinguish between interview practices that support the pillar of timeliness with those that do not.
<i>Training Outline</i>	Introduction • Welcome • Navigation • Objectives • Work-based Scenario ◦ Recruiter is frustrated after missing out on a strong candidate who took another job. ◦ Colleague discusses with recruiter what might have happened. Topic: Interview Strategy Pillars • Interview Strategy is needed. Without a strategy we can: ◦ Lose out on the best candidates ◦ Use our own time efficiently ◦ Be understaffed and/or high turnover • Strategy is built on 3 pillars ◦ Purpose ◦ Preparation ◦ Timeliness • Knowledge check: the 3 pillars Topic: The Pillar of Purpose • 3 components to this pillar: define the job, identify the ideal, communicate with and to the team. • Define the job to be filled and skills needed • Identify exactly what you are looking for in a hire, including must-have skills and can-learn skills. • Communicate ◦ with the team to define the job ◦ with the team to identify what you are looking for ◦ this information to the team pre-interview to be sure you are all looking for the same things • Knowledge check: examine purpose Topic: The Pillar of Preparation • Assess your interview team, what strengths/knowledge does each possess • Identify roles for members of the team. (i.e. "A" will focus on technical questions, "B" will focus on collaboration skills, "C" will focus on their work habits, "D" will represent front office but only observe, etc) • Each member of the team should have a bank of questions prepared ◦ Stay in your role, get to know the candidate while staying on task ◦ Aim to learn about the candidate and their experiences, not just that they check skill boxes. Technical skills can be learned.

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	○ Not all prepared questions have to be asked ○ Improvisation is fine if you wish to dig deeper into a topic ○ Do not include a performance task (like coding) under the pressure of the interview ● Knowledge Check: Preparation tasks Topic: The Pillar of Timeliness ● Be respectful of the time of the team and the candidate ● Schedule interviews when the whole team can attend; have a back-up that can step in if needed. Don't make the candidate come back again ● Get the candidate a decision ● Knowledge check: timeliness Wrap-up ● Review of objectives ● Stick to the strategy Assessment
<i>Assessment Plan</i>	80% passing on e-learning module assessment over learning objectives via 5-10 multiple choice questions. Learner will have unlimited attempts.