

Design Document for Hiring Interview Strategy e-Learning Course

by: Dian Dewi

<i>Business Problems and Goals</i>	● Company X needs to hire 200 new members for their technical team this year. However, they are not happy with the quality and quantity of new hires from last year. The goal is to recruit at least 50 qualified employees within three months of the course release. ● The needs analysis reveals several topics that have to be addressed for the HR interviewers to be able to interview more effectively. ● The course will train HR interviewers to interview potential employees effectively. HR interviewers will have to take this course in conjunction with the technical training they are currently getting.
<i>Target Audience</i>	HR interviewers who partner with hiring managers to interview potential employees. Their characteristics are as follows: ● They come from HR, instead of technical backgrounds. ● Average age is 35 years. ● Distributed all over the US.
<i>Training Time</i>	35-40 minutes, divided into 8 microlearning modules of 4-5 minutes each.
<i>Training Recommendation</i>	● Since the target audience of this course is distributed all over the US and the training time is short, it's recommended that the course is designed to be completed independently. Hence, the course will be in an e-learning format. ● To increase retention and prevent cognitive overload, the course is divided into several microlearning modules. ● Job aids listing effective interview questions will be provided to assist the audience when preparing for interviews. ● These courses are going to be scenario-based courses in which lessons are presented as role-play to make the course engaging and applicable. Thus this course follows an HR interviewer who, together with a hiring manager from the IT department, is tasked to hire twenty front-end web developers.
<i>Deliverables</i>	● 8 micro e-Learning courses. ● Developed in Articulate Rise. ● Includes insert from Articulate Storyline. ● Includes customized certificate pdf download. ● 1 Storyboard ● 1 Test module ● Job aids & video: ❖ Job aids on interview questions.

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	❖ Video on illegal interview questions, developed using Camtasia with the WellSaid Lab voice over.
<i>Learning Objectives</i>	At the end of the course, learners should be able to: ● Identify good job descriptions which will draw qualified candidates in. ● Recognize the importance of respecting a candidate's time when scheduling interviews. ● Explain that accurate assessment of a candidate's ability can only be made if a candidate is relaxed enough. ● Describe how to make the candidate comfortable and relax during the interview. ● Compare and contrast bad and good interview questions. ● Describe the best practice on ending and following up interviews.
<i>Training Outline</i>	Module 1. Introduction ● The importance of using sound hiring & interview strategies. Statistics on hiring failures will be shared. ● Initial assessment: What kind of interviewer are you ? This is an assessment form which gives participants a certain score depending on the answer. This assessment is going to be developed in the Storyline and inserted into Rise. Module 2. Announcing the opening : ● This module explains what a good job description is like. It covers these following lesson: ➢ A good job description lists only the most important skills for an ideal candidate. ➢ Long skill list can discourage capable candidates from applying. ● Mini scenarios will be used to illustrate the concept above. ● Lesson takeaway section will be used to reiterate the lesson. ● Practice activity with customized feedback will require participants to select the best job description from two options. Module 3. Scheduling interviews: ● This module describes the importance of respecting the candidate's time. It covers these following lesson: ❖ The importance of reconciling schedules of people involved in the hiring process so they can interview the candidates in one round.

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- ❖ The importance of being timely, keeping the promise (avoid rescheduling), and turning up at the interview.
- ❖ It's recommended to interview seemingly qualified candidates at the earliest convenient time.
- Mini scenarios will be used to illustrate the concept above.
- Lesson takeaway section will be used to reiterate the lesson.

Module 4. Start the interview strong:

- This module teaches what should be done in the beginning of an interview. Topics covered include:
 - The importance of making the candidate relaxed during the interview
 - Making the candidate relaxed through a relaxing setting, easy questions at the beginning, and friendly non-verbal cues.
 - A candidate should be interviewed by one interviewer at a time (not in a roundtable/panel format)
 - An interview should not make the candidate feel inferior to the interviewer.
- Mini scenarios will be used to illustrate the concept above. Lesson takeaway section will be used to reiterate the lesson.

Module 5. Interviewing tips:

- This module contrasts bad vs good interview questions. These facts will be stressed: Good interview questions are relevant, efficient (on topic), and specific.
- Mini scenarios will be used to illustrate the concept above. Lesson takeaway section will be used to reiterate the lesson.
- Job aids on interview questions will be created to support instructions.

Module 6. Illegal interview questions:

- This module teaches illegal questions which should not be asked during an interview.
- Knowledge checks will be used to see whether participants can differentiate between legal and illegal interview questions.

Module 7. Ending the interview strong:

- This module covers ways to end an interview and follow it up. These facts will be stressed: End an interview by asking candidates whether they have questions, thanking them, and letting them

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	know when the decision is out. The decision should be conveyed to the candidates as early as possible. • Mini scenarios will be used to illustrate the concept. Lesson takeaway section will be used to reiterate the lesson. Module 8. Summary This section summarizes the key points of successful interviews: 1. Timeliness 2. Know what you want 3. Don't make an endless skill list for job description. 4. Prepare for your interview 5. Train your interviewers 6. Remember the purpose of the interview. 7. Do one-round-interviews.
<i>Evaluation Plan</i>	☐ End of course assessment. ☐ Generic post-course survey is going to be used to assess the course quality. ☐ Manager and supervisor surveys on the quality of new hires will be conducted 6 months post-launch. ☐ Data from the HRIS will be used to examine the number of new technical hires who turn up on the first day, the number of applicants, interviewees, rejected offers, and new hires who don't turn up on the first day. These data will be compared to the data from the previous round of hiring.