

COMPANY X INTERVIEWING WITH BEST PRACTICES COURSE TRANSCRIPT

TOTAL TIME 20 MINUTES

1.0 Interviewing with Best Practices

1.1. Welcome!

Hello and welcome to the Company X Human Resources training course for Interviewing with Best Practices! The goal of this training is to establish a streamlined set of strategies for us to implement into our interview practice that will help us more effectively recruit and hire top talent.

Click Navigation to learn how to use the course navigation tools, or click Start if you're ready to begin the course.

1.2. Navigation

Please take a moment to review the course player so you feel comfortable navigating through the course. If you know your way around, you may proceed to the next slide.

If you'd like to go forward or backward in the course, click the Next or Previous buttons. Accessibility options are located here. To adjust the volume, click the volume icon. Click the replay button to see the entire slide again. Adjust the seek-bar at any time to review a portion of the slide. You can also pause the player. Click the same button again to resume play. Finally, revisit a slide by using the menu on the left.

Click the next button now to begin the course.

1.3. Introduction

Hiring high quality employees is crucial for any company's success. Here at Company X, we know that our team members are our greatest asset, and that hiring quality candidates across all departments requires consistent use of effective interviewing strategies.

This past year, follow-up surveys with interviewed candidates showed an average of 30% satisfaction with Company X hiring teams. There were reports of untimely communication, lack of preparation, discrepancy in job descriptions, and straying from the purpose of the interview. According to studies, job seekers said that the interview is important when it comes to evaluating a company, and that a negative interview experience would decrease their likelihood of accepting an offer or recommending the company to others. Furthermore, candidates who had poor interview experiences are 2.5 times more likely to share about it on social media than those with positive experiences.

Without a set of streamlined best practices, we are in danger of losing our top candidates and causing long-term damage to the company.

As we prepare to hire 2,000 new employees next fiscal year, let's turn our attention toward improving and streamlining our interviewing strategy.

Meet Jen! She is the top candidate for one of our technical positions, and we have scheduled her interview for this week. It is your goal to help Jen have the best experience possible so that she will choose to join the Company X team!

To put our best foot forward, let's prepare by learning about Company X's Best Practices for Interviewing!

Click Next to continue.

1.4. Learning Objectives

Our ultimate goal is to increase the quantity and quality of personnel hired at Company X so that we can continue building the best team possible.

We need your help to do that, so by the end of this training, you will be able to:

- Identify effective strategies to best prepare for and conduct interviews; and
- Apply effective interview strategies in a simulated scenario.

Click Next to continue.

1.5. Preparing for the Interview

A great interview begins with great preparation! Company X's best practices include: Knowing what you want, Preparing your questions, and Training your team. Click each tab to learn about each of our interview preparation strategies.

Once you've visited all three, click Next to continue to a brief knowledge check.

1.5.1. Know What You Want

The first preparation strategy is to know what you want. The hiring team must all be in agreement as to what they're looking for.

An important first step is intentional collaboration among hiring managers, recruiters, and anyone else involved in the hiring process. Get on the same page about the specific skills and qualities you are seeking in a candidate for the position at hand.

Next, fully define the job in writing. Advertise job postings with clear, accurate job descriptions. Define the specific technical skills or knowledge needed, technologies involved, and details about the team culture. There shouldn't be any discrepancies between the job description advertised, the hiring team's expectations, and what is discussed in the interview.

This is important because it ensures that hiring managers, recruiters, and candidates are on the same page. It informs the candidates of accurate job expectations, helps recruiters find the best candidates for the job, shows respect for the candidate's time, and presents the company as organized and professional.

1.5.2. Prepare Questions

The second strategy is to prepare your topics and questions ahead of time. Otherwise, the interview conversation will lose focus.

First, determine how many and which topics are most important to cover during the interview to see if the candidate will be a good fit for the job. For example, if you're interviewing a software developer, include technical topics like algorithms and database management, as well as topics like creative problem-solving and experience, since those are all crucial to the job.

Next, for each topic, determine the most strategic questions to ask in order to be confident in the candidate's knowledge. There isn't time to ask every question for every topic. For example, ask an SQL server question like, "What is the purpose of a Left Outer Join?" If they answer correctly, no need to ask other questions about this topic, which saves time.

COMPANY X INTERVIEWING WITH BEST PRACTICES COURSE

Last, don't forget to ask questions relating to company culture and team dynamic that may help you make your decision. For example, "Describe a time you had a conflict with a colleague, and how you resolved it."

Preparing your topics and questions ahead of time keeps everyone on track, ensures that the most important questions are asked, respects the candidate's time, and presents the company as organized and professional.

1.5.3. Train Your Team

The third strategy is to proactively train your hiring team members on Company X's best practices for interviewing. This should occur upon hire and as needed, using learning solutions such as this one. Team members should also receive continuous support throughout the year in forms of mentoring, practice scenarios, accountability checks, and the use of Job Aids.

Effective interviewing is an art to master. It is important that hiring team members are not only knowledgeable in the subject matter, but also skilled in how to prepare for and conduct interviews in ways that elicit the information needed to make hiring decisions and make a good impression on the candidate. Training keeps the process and strategies streamlined and consistent.

1.6. Knowledge Check

Let's pause for a moment to see how much you remember!

You will get 2 attempts to submit your answer. Your score will not be included in the final assessment.

Which of the following are Company X's best practices for preparing for an interview? Click all that apply, then click Submit.

1.7. Conducting the Interview

Now let's talk about conducting the actual interview!

Company X's best practices include: Timeliness, being personable, and remembering the purpose of the interview. Click each tab to learn more.

Once you've visited all three, click Next to continue to a brief knowledge check.

1.7.1. Timeliness

The first strategy is overall timeliness.

A great candidate surely has other opportunities besides ours, so we need to get them in promptly, start on time, and avoid rescheduling. We should interview them efficiently and effectively, and follow up with a decision as soon as possible.

45% of the candidates we made offers to last year had already accepted positions at other companies due to lack of timeliness on our end.

Respecting the candidate's time is important because it shows that we value them. People want to work where they feel valued and prioritized, so this will help us give a good impression, and secure our top candidates.

1.7.2. Be Personable

COMPANY X INTERVIEWING WITH BEST PRACTICES COURSE

The second strategy is to be personable and flexible during the interview.

Even though you have a list of prepared questions, you don't need to be a robot!

If they don't check every technical box, still keep an open mind. Don't write them off, especially since specific software changes all the time. We're looking for smart, capable people.

If you are intrigued by their answer to a question, ask a follow-up question to dig deeper and learn more. For example, if they mention that they led a team during their internship abroad, ask a follow-up question regarding what other skills they learned during their time abroad.

Being personable and flexible makes the candidate feel heard and valued, allows you to gain better understanding of their skills to inform decision-making, and helps the dialogue feel natural and comfortable for both parties.

1.7.3. Remember the Purpose

The last strategy is to remember the purpose of the interview at all times. The purpose is to find and hire a candidate that is capable of doing the job to our satisfaction.

You want to avoid talking about details unimportant to the job, over-sharing your own life experiences, and asking questions meant to stump the candidate.

Remembering the purpose keeps everyone on track, ensures that the most important questions are asked, prevents unnecessary candidate confusion, and shows professionalism.

1.8. Knowledge Check

Let's pause to see what you remember!
You will get 2 attempts to submit your answer. Your score will not be included in the final assessment.

Which of the following are Company X's best practices for conducting an interview? Click all that apply, then click Submit.

1.9. Interview Scenario

We are two days away from your interview with Jen, our top candidate! Use Company X's best practices to help her have a great experience. Choices you make during this interview scenario will determine Jen's feelings about joining our team, and count as your final assessment score. There will be 6 questions, and you need to score at least 80% in order to pass.

Click Start to begin.

1.10. Question 1

It's Monday. In order to prepare for the interview on Wednesday, you call a meeting with the hiring team. But some hiring managers express that they already know what kind of questions to ask based on experience. What do you do?

Click the best answer, then click Submit.

1.11. Question 2

COMPANY X INTERVIEWING WITH BEST PRACTICES COURSE

You notice that there are a lot of highly specific technical questions suggested that seem redundant. And, some questions are unrelated to the job at all. What do you recommend?

Click the best answer, then click Submit.

1.12. Question 3

It's now 2 days later, and 15 minutes until Jen's interview!

Someone in the office wants your help with a project that would probably take at least 20 minutes. What do you do?

Click the best answer, then click Submit.

1.13. Question 4

[Narrator]

During the interview, you ask,

[Brett]

Can you tell us about a particularly challenging technical problem you've faced in the past and how you solved it?

[Jen]

Sure, in my previous job, we had a client who had a very specific requirement for their project. We had to build a custom module that could process a large amount of data and generate custom reports. We tried several solutions, but none were successful. Eventually, we decided to use Apache Spark, which allowed us to parallelize the processing and handle the data efficiently.

[Narrator]

What is your response?

Click the best answer, then click Submit.

1.13.1. On Time

[Brett]

Hi Jen, my name is Brett. Thank you for coming in to meet with us today! Shall we get started?

[Jen]

Of course, thank you for having me!

1.13.2. Late

[Brett]

Hi Jen, my name is Brett. Sorry for the delay, I was running behind. Let's get started.

[Jen]

No worries.

1.14. Question 5

Jen's mention of Apache Spark reminds you of your first time learning about a new analytics engine. What do you say?

COMPANY X INTERVIEWING WITH BEST PRACTICES COURSE

Click the best answer, then click Submit.

1.15. End of Interview

About half an hour later, the interview comes to a close. You thank Jen for her time and let her know that you enjoyed their interview, and you will be in touch within the next couple of days.

1.16. Question 6

After Jen leaves, what does the hiring team do? Click the best answer, then click Submit.

1.17.1. Success

Congratulations!

You made a great impression on our top candidate during the interview using best practices. Jen has accepted our offer, and is looking forward to joining our team!

Click Review to review the answers, or just click Continue.

1.17.2. Failure

Sorry, it looks like Jen was not very satisfied with her interview experience, and has decided the position may not be a great fit.

Click Review to find out which decisions were not examples of best practice before trying again.
Or, click Retry to try the scenario assessment again.

1.18. Why Is This Important?

Later that week, you reflect on the interview with Jen, and how using best practices helped ensure a positive experience for her. Why is it important for us to consistently implement these practices?
Write down a few thoughts, then click Submit to compare your answers with key take-aways from the course.

1.19. Why Is This Important? 2

Compare your answers to the key take-aways, then click Next.

1.20. Congratulations

Congratulations on completing Company X's Interviewing with Best Practices course!

You can now identify effective strategies to best prepare for and conduct interviews, and apply them in real-life scenarios.

Remember to use the provided checklists that accompany this course as you prepare for and conduct all of your future interviews! Click Exit to exit the course and receive credit.

END OF TRAINING MODULE