

Interview Process Procedures

World Class Software recognizes the need to improve the quality of interviews in order to find and hire the best candidates. The company has not spent time on training outside of the technical realm, aside from compliance training. Training HR interviewers and hiring managers on best practices for interviewing potential new hires will improve their interview technique and help streamline the hiring of quality candidates.

Target Audience: interview team members and HR Hiring managers

Learning Objectives:

- Recognize the behaviors and techniques that impact the quality of an interview
- Compare and contrast interview techniques
- Develop strategies to conduct a high-quality interview

Outline:

- Introduction
- Revised Process
- Objectives
- Scenario Introduction
- Before, During, After (accordion)
 - Before the Interview-preparation
 - During the Interview-implementation
 - After the Interview-decision making
- Scenario A: Before the interview
 - Two interviewers not respecting candidate
- Scenario B: Before the interview
 - Two Avatars, referring to the predetermined questions
- Reflect and Review best practices-**Before Interview**
- Scenario C: During the interview
 - Hiring manager not present
- Scenario D: During the interview
 - All decision makers present, asking follow up questions to dig deeper
- Reflect and Review Best Practices-**During Interview**
- Scenario E: After the interview

- Team unable to decide, waits a week to meet to determine. Loses candidate to other company
- Scenario F: After the interview
 - Avatar tell candidate they will be moving forward with the hiring process
- Reflect and Review Best Practices-**After Interview**
- Final Evaluation
- Results
- Closure

Seat Time: 20-30 minutes including







Notes for Reviewers:

- Capitalization is not important in the left column; however, it is very important in the next column On Screen Text.
- Information included in brackets [] will not appear on screen or read. These labels are to show the order in which items will appear on screen or provide clarification to the developer. If information in the [] is purple, that indicates the name of a layer
- Timing for graphics/visuals/on screen text is tied to the narration/audio through a numbering system. For example, where you see a [1] in the narration/audio, you will likely see a [1] in the Visual/Display column telling you when an object is supposed to display on the screen.
- Animation notes for will be in all caps and italicized:
 - Entrance animation in green such as **FADES**
 - Exit animation in red such as **FADES**

General Style Notes:

- Master Slide: If no additional background is listed in Visuals/Animation then use this master slide.





- Color Scheme: **Hex Codes:**

			dark gray: #595959	dark blue: #657B9E	dark green: #89B0AB
			white: #FFFFFF	lt. blue: #9DC8E9	lt. green: #BEE3DB

- Slide title font is Raleway-Size 24 White, all other font is Open San usually 14 based on the context. Use font colors based on color scheme




• Characters

Narration voice: Tobin A.				
Name in Course	Ivy (Interview team)	Shane	Horatio	Grant
Role in Scenarios	Interview Team	Interview Team	Hiring Manager	Candidate
Character in Storyline	Ivy	Shane	Martin	Jason
Voice in Well Said Labs	Paige L	Antony A.	Alan T.	Kai M.

Narration voice: Tobin A.

Details about characters pose/expression/perspective will be listed in orange as follows:

Ivy: sit at desk/talking/right

Scene 1: Getting Started				
Slide	Narration	On-Screen Text	Visuals/Animation	Notes
1.1 Welcome	<p>[1] Welcome to the Quality Interview Strategies eLearning Course.</p> <p>select the [2] navigation button to learn how to manage the course or select the [3] start button to begin the course</p>	<p>[1]Welcome to the Quality Interview Strategies eLearning Course.</p> <p>[2]Navigation</p> <p>[3] Start</p>	<p>Master Slide:</p> 	Narrator voice



Buttons **FADE**

[2] [3]



1.2 Navigation

[1] In order to advance and revisit slides, click the [2] next and [3] previous buttons.

[4] Use the play/pause button or the [5] replay button to restart the slide.

[6] use the volume button to make the audio louder or softer




[7] the menu can help you track your progress throughout the course so let the next button to begin the course



[8] Select next to continue

Navigating this Course



use this arrow pointing at each of the features on the player. Turn it to face








<p>1.3 Objectives</p>	<p>[1] After this Course you will be able to...</p> <ul style="list-style-type: none"> Recognize the behaviors and techniques that impact the quality of an interview Compare and contrast interview techniques Develop strategies to conduct a high-quality interview 	<p>[slide title] [1] After this Course you will be able to...</p> <ul style="list-style-type: none"> Recognize the behaviors and techniques that impact the quality of an interview Compare and contrast interview techniques Develop strategies to conduct a high-quality interview 	<p>FADES</p> 	
<p>1.4 Intro</p>	<p>Success of our company requires us to hire quality candidates. We recognize a need to revamp the interview process. This course will teach you the 5 Key Components to our new interview process.</p> <p>These key components are:</p> <ul style="list-style-type: none"> [2] Purpose [3] Punctuality [4] Plan [5] Personnel [6] Preparation 	<p>[slide title] [1] 5 Components</p> <ul style="list-style-type: none"> [2] Purpose [3] Punctuality [4] Plan [5] Personnel [6] Preparation 	<p>Each cog in the gear has a hotspot trigger to layers</p>  <p>From the top layers go:</p> <ul style="list-style-type: none"> Purpose Punctuality Plan Personnel Preparation 	<p>Next Button hidden until all layers have been viewed</p>
<p>Purpose Layer</p>	<p>It is VITAL that everyone involved in the interview process keeps the purpose in mind.</p> <p>PURPOSE: Find and hire a candidate capable of doing the job</p>	<p>PURPOSE: Find and hire a candidate capable of doing the job</p>		







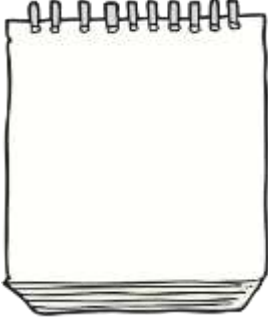

			Font in layer should be white Raleway size 14	
Punctuality Layer	<p>[1] Several steps in the interview process require a focus on punctuality.</p> <p>[2] Hiring manager needs to set up the interview at the earliest possible time to prevent losing the candidate to another company. This also proves to the candidate that they are a priority to the company.</p> <p>[3] Once the interview date and time is set, this should remain in place other than emergency changes. Rescheduling creates a situation where other companies gain advantage.</p> <p>[4] Once the interview is set, be sure to start the interview on time. Both the candidate and members of the interview committee are spending valuable time in the interview.</p>	<p>[1] PUNCTUALITY:</p> <p>[2] Hiring manager: Set up the interview at earliest possible time</p> <p>[3] Once communicated and agreed upon, keep the date in lieu of emergency</p> <p>[4] Day of the interview- Start on time and keep interview focused on productive discussion</p>	 <p>[2] FADE [3] FADE [4] FADE</p>	
Plan Layer	<p>[1] Prior to setting up the interview, the committee needs to [2] clearly define the role and [3] skills required to do the job.</p> <p>[4] It is vital that this scope doesn't change from the beginning of the hiring process.</p>	<p>[1] PLAN:</p> <p>[2] Clearly defined role</p> <p>[3] Required skills</p> <p>[4] Role and skills remain the same</p>	 <p>[2] FADE [3] FADE</p>	







<p>Personnel Layer</p>	<p>[1] The personnel involved with the interview process needs to be thought out to show respect to the candidate.</p> <p>[2] Interview Committee must always include a Hiring Manager to demonstrate to the candidate that they are a priority.</p> <p>[3] Each member of the interview committee will be trained in our revised components prior to reaching out to new candidates.</p>	<p>[1] PERSONNEL: Decision makers will be present at all rounds.</p> <p>[2] Interview Committee:</p> <ul style="list-style-type: none"> • Hiring Manager • [3] Trained Interview Staff 	<div style="border: 1px solid black; border-radius: 15px; background-color: #ADD8E6; padding: 10px; text-align: center; margin-bottom: 10px;"> <p>Personnel</p> </div> <p>[2] FADE [3] FADE</p>	
<p>Preparation Layer</p>	<p>[1] Focused work needs to be done before the interview takes place.</p> <p>Though we will never bring a checklist to an interview, expecting a candidate to check items off the list, we will [2] prepare a targeted list of questions ahead of time.</p> <p>[3] Questions will be divided up ahead of time between the interviewers. This will keep the interview focused on the candidate and not allow any interviewer to dominate the time.</p>	<p>[1] PREPARTION: Carefully prepared questions are vital.</p> <p>[2] Targeted questions that will determine if the candidate has the skills to do the job</p> <p>[3] Predetermine who will ask each question</p>	<div style="border: 1px solid black; border-radius: 15px; background-color: #90EE90; padding: 10px; text-align: center; margin-bottom: 10px;"> <p>Preparation</p> </div> <p>2] FADE [3] FADE</p>	

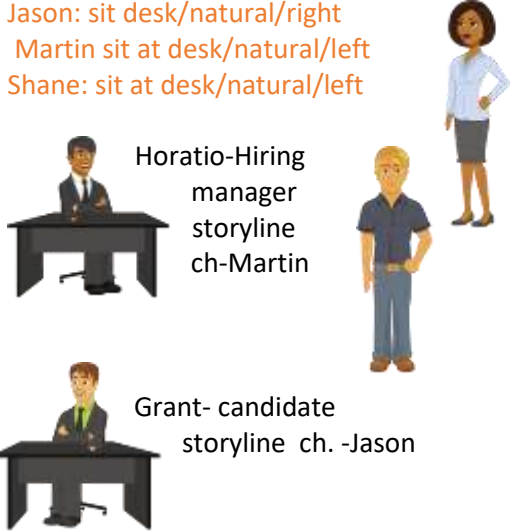




	Remember the purpose of our interviews: Find and hire a candidate who can do the job.			
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Scene 2: Interview Scenarios

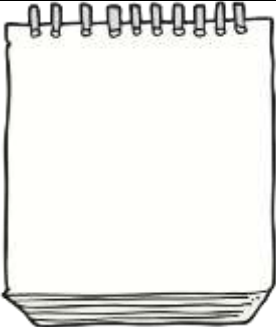
Slide	Narration	On-Screen Text	Visuals/Animation	Notes
2.1 Scenario introductions	In the upcoming slides, you will watch scenarios depicting interview practices. You will see a [1] red flag appears on the screen when the narration includes unacceptable behaviors and actions. [2] Green flags will appear when the scenario depicts acceptable and desirable behaviors.	[1] Unacceptable [2] Acceptable	[1]  [2] 	Slide advances at the end of the timeline Well said voice in []
2.2 Before Scenario A	[paige][1] Shane, grab your checklist! It has taken Horatio three weeks to get this candidate scheduled for the interview [2] [Shane] [3] He can wait! He wants the job. He is trying to impress us, not the other way around. [paige] [True. We will see how his demeanor is when he is made to wait.	[slide title] [1]Scenario A: Before the Interview [1]  use of checklist [2]  delay in getting interview scheduled [3]  candidate is not a priority	Background image:  Ivy: sit at desk/talking/right Shane: stand/natural/left 	Learner clicks next to advance
2.2 Before Scenario B	[paige] Wow, Horatio got this candidate in right away for this interview. [1] I'm eager to get to	[slide title] Scenario B: Before the Interview	Background image:	Learner clicks next to advance


	<p>know him and learn if he has the skills required.</p> <p>[Shane] I agree. [2]A more comfortable interview helps us get a feel for how the candidate will fit in on the team. The checklist was so rigid.</p> <p>[Paige] Hey, let's double check that we know the questions we have been assigned. [3] This new process helps us stay organized, but also makes sure all the important questions are asked.</p> <p>[Shane] Remember to be in the conference room ten minutes early. The candidate's time is as valuable as ours.</p>	<p>[1]  Timely scheduling to show candidate respect</p> <p>[2]  focus on getting to know the candidate</p> <p>[3]  interview questions assigned to team members</p> <p>[4]  punctuality and respect for candidate's time</p>	 <p>Shane: stand/natural/left Ivy: sit at desk/talking/right</p> 	
<p>2.3 Reflect and Review</p>	<p>Look at the key components of our revised interview process.</p> <p>How did the two Before the Interview scenarios differ?</p> <p>What did you see that you can incorporate into our interview process moving forward?</p> <p>Type it in the space below.</p>	<p>[slide title] [1] Let's Reflect</p> <p>[2]What did you see in one scenario, that was not demonstrated in the other? Think about the red and green flags.</p> <p>[3]Type your thoughts in the notepad.</p>	<p>[3] FADES</p> 	<p>Learner clicks next to advance</p>
<p>2.4 During Scenario C</p>	<p>[Paige] Grant, tell us what project management tools you prefer to use?</p> <p>[Grant] My preference is to use Asana. On my last project..[1]</p>	<p>[slide title] [1]Scenario C: During the Interview</p> <p>[1]  interrupting the candidate does not make them feel valued</p>	<p>Background conference room for interview</p>	<p>Learner selects next to advance to next slide</p>


	<p>[Shane] That's not the program we use here. Are there other programs you can use? [2] It is important to have knowledge of many programs.</p>	<p>Error! Hyperlink reference not valid. [2]  Focus should remain on the candidate</p>	  <p>Grant (candidate)</p> <p>Shane: sit at desk/natural/right Ivy: sit at desk/talking/right Jason: sit desk/natural/right Martin sit at desk/natural/left</p>	
<p>2.5 During Scenario D</p>	<p>[Paige] Hi Grant, we are excited to have our hiring manager Horatio with us. tell us what project management tools you prefer to use?</p> <p>[Grant] My preferred program is Asana. In my current role at a small company, we use Asana to help the team manage the part.</p> <p>[Paige] Can you share more about how you used [2] Asana with the rest of your team?</p>	<p>[slide title] [1]Scenario D: During the Interview</p> <p>FADE [1]  all decision makers present for the interview</p> <p>FADE [2]  digging deeper on the question</p>	<p>Background image:</p>  <p>Ivy: sit at desk/talking/right</p>	<p>Learner selects next to advance to next slide</p>


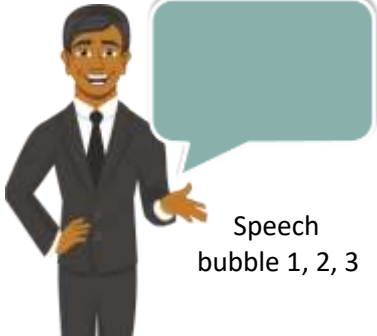
			<p>Jason: sit desk/natural/right Martin sit at desk/natural/left Shane: sit at desk/natural/left</p>  <p>Horatio-Hiring manager storyline ch-Martin</p> <p>Grant- candidate storyline ch. -Jason</p>	
<p>2.6 Reflect and Review</p>	<p>Look at the key components of our interview process.</p> <p>How did the two During the Interview scenarios differ?</p> <p>What did you see in one scenario, that was not demonstrated in the other?</p> <p>Type it in the space below.</p>	<p>[slide title] Let's Reflect</p> <p>[2]What did you see in one scenario, that was not demonstrated in the other? Think about the red and green flags.</p> <p>[3]Type your thoughts in the notepad.</p>	<p>Background: Master Slide</p> <p>[3] FADES</p> 	<p>Learner select next to advance to next slide</p>
<p>2.7 After Scenario E</p>	<p>[Shane] That candidate seemed like a great fit! [1] His skills match our needs and his personality seemed like he will connect well with others on the team.</p> <p>[Paige] I agree!! We have more interviews next week. [2] We should have to wait to hire him</p>	<p>[slide title] Let's Reflect</p> <p>FADE [1]  skills match the job requirement</p> <p>FADE [2]  delaying hiring a quality</p>	<p>Background image:</p>  <p>Ivy: arms in air, stressed, right</p>	<p>Learner selects next to advance to next slide</p>



	<p>until we finish the next round of interviews are complete.</p> <p>[shane] Good Point. Plus Horatio needs to meet with him to give his sign of approval. [3] Let's take this slow to check off all the boxes.</p>	<p>FADE [3]  hiring manager hasn't met candidate during interview</p>	<p>Shane: holding suitcase /naturaltalking/left</p> 	
<p>2.8 After Scenario F</p>	<p>[Shane] That candidate seemed like a great fit! His skills match our needs [1]and his personality seemed like he will connect well with others on the team.</p> <p>[Paige] I agree!! We have more interviews next week. But I think we should snatch this guy up. [2] I'm sure other companies are interested in him!</p> <p>[Horatio] I was impressed with his answers. It is obvious he has the skills needed to do the job. [3] If we are all in agreement, I'm going to move forward with the hiring him.</p>	<p>[slide title] [1]Scenario F: After the Interview</p> <p>FADE [1]  skills match the job requirement</p> <p>FADE [2]  hire candidates that can do the job in a timely manner</p> <p>FADE [3]  decision makers have all met the candidate</p>	<p>Background image:</p>  <p>Ivy: hand out/happyright Shane: stand/natural/left Horatio: thumbs up/happy/front</p> 	<p>Learner selects next to advance to next slide</p>
<p>2.9 Reflect and Review After</p>	<p>Look at the key components of our revised interview process.</p> <p>How did the two After The Interview scenarios differ?</p> <p>[2]What did you see in one scenario, that was not</p>	<p>[1] Let's Reflect</p> <p>[2]What did you see in one scenario, that was not demonstrated in the other? Think about the red and green flags.</p>	<p>Background: Master Slide</p> <p>[3] FADES</p>	<p>Learner selects next to advance to next slide</p>




	<p>demonstrated in the other? Think about the red and green flags.</p> <p>[3]Type your thoughts in the notepad.</p>	<p>[3]Type your thoughts in the notepad.</p>		
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Scene 3: Evaluation				
Slide	Narration	On-Screen Text	Visuals/Animation	Notes
<p>3.1 Introduction</p>	<p>The components of our revised interview process are an important step in hiring quality candidates. You will need to answer 5 questions to demonstrate your understanding.</p> <p>In order to pass this course, a score of 80% is required. You are allowed two tries at the quiz.</p>	<p>[slide title] Interview Process Quiz</p> <p>In order to pass this course, a score of 80% is required. You are allowed two tries at the quiz.</p>	<p>Background:</p> 	<p>Use this master for each quiz slide</p> <p>Learner advances to next slide by selecting next</p>
<p>3.2 Question 1</p>	<p>[Quiz slide] Question 1: True False</p> <p>The purpose of an interview is to find a candidate who checks off every box on a checklist.</p>	<p>[slide title] Question 1</p> <p>The purpose of an interview is to find a candidate who checks off every box on a checklist.</p> <p>True False</p>		<p>Bold answer is correct</p> <p>Learner advances to next slide by selecting SUBMIT</p>

<p>3.3 Question 2</p>	<p>[Quiz slide] [1] Question 2 Which of the following are important components of our revised interview process? Select all that apply.</p>	<p>[slide title][1] Question 2 Which of the following are important components of our revised interview process? Punctuality-make scheduling of interviews a priority Performance-an assessment of skills should be completed to determine skills Personnel-all decision makers should be trained and present</p>		<p>Bold answers are correct</p>
<p>3.4 Question 3</p>	<p>Question 3 There are 5 key components of our revised interview procedure. Drag the description to the component.</p>	<p>[slide title] [1] Question 3 There are 5 key components of our revised interview procedure. Drag the description to the component. Purpose - find and hire a candidate who can do the job Plan- clearly define the role and required skills Punctuality- schedule interview for the earliest possible time Personnel- all decision makers will be part of the interview process Prepare- carefully craft questions that will require candidate to</p>		<p>Matching drop down- Answers are matched correctly in column.</p>

		demonstrate knowledge of required skills		
3.5 Question 4	[1] Question 4 Which of the following changes to hiring managers need to make in our revised interview process?	[slide title] [1] Question 4 Which of the following changes do hiring managers need to make in our revised interview process? [2] Get many candidates lined up before scheduling any interviews. Find candidates that match every box on a check list. Wait to meet candidates until the interview committee has narrowed their search to finalists. Schedule interviews with quality candidates as soon as possible and avoid rescheduling.	 [2] FADE On left hand side of screen	Multiple choice- Bold answer is correct
3.6 Question 5	[1] Question 5 Identify the unacceptable behaviors by dragging a red flag into the speech bubbles.	[slide title] [1] Question 5 [2] Drag a red flag on each quote that is not acceptable without new interview process. [3] [Speech bubble 1:white raleway size 12] The questions we create	 Speech bubble 1, 2, 3	Drag and drop 5 speech bubbles spread evenly-3 towards Martin, 2 towards Ivy.

		<p>should make allow the candidate to prove they have the skills required.</p> <p>[Speech bubble 2] This candidate shows a deep knowledge of the content and clearly has the required skills. Let's move forward!</p> <p>[Speech bubble 3] Horatio divided up the questions so we know what to ask. I'm gonna ask whatever I want to.</p> <p>[Speech bubble 4] If the candidate impresses us, Horatio wants us to call him in the next few days. He wants to set up a time like to meet her.</p> <p>[Speech bubble 5] The hiring manager called the candidate to find out how soon she can come in for an interview. He doesn't want to waste any time!</p>	 <p>Speech Bubble 4 and 5</p>	<p>[3]All bubbles and characters FADE</p> <p>5 stacked red flags in the lower left corner</p> <p>BOLD answers are a drop zone for a red flag</p>
<p>3.7 Results</p>	<p>Results</p> <p>The passing score on this quiz is 80%.</p> <p>Your score is ____.</p>	<p>[slide title] Quiz Results</p> <p>The passing score on this quiz is 80%.</p> <p>Your score is ____.</p>		<p>When timeline ends on base layer, show success layer or failure level based on score</p> <p>Learner score FADES on computer image</p>

Success Layer	Congratulations! You are now prepared to be part of our interview team!	[1] Congratulations! You are now prepared to be part of our interview team!		Text is in black on computer screen
Failure Layer	You did not pass. You have one more chance at the quiz to earn 80%.	[1] You did not pass. You have one more chance at the quiz to earn 80%. [2] Select the button to retry the quiz	 [2] FADES	RETRY button brings learner to 3.2
3.8 Summary	[1]Thank you for taking this course to learn our revised interview process. [2]Select the Submit button to complete this course.	Thank you for taking this course to learn our revised interview process.	 2] FADES	