

Company logo redacted for confidentiality

Making Great Hiring Decisions

In Physical Stores

Closing

The Interview

Interview set up

Sign up

Phone Screen / Hirevue

Interview process

AGENDA



Facilitator and
Producer Guide

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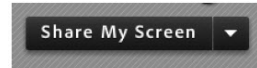
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How to Use the Facilitator Guide

Facilitator Guide Conventions



Provide an example.



Share computer screen, documents, courses or whiteboards



Refer to participant manual or course workbook.



Ask a multiple choice survey question.



Show video



Ask a question to receive a Yes or No response.



Use a slide to accompany the information.



Break out groups (participants move to and from main classroom).



Discuss key points and concepts for leaders to convey.



Use highlighter or other markup tool to engage participants.



Use to indicate an external tools, support and resources.



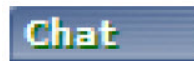
Ask participants to raise their hand.



Stop Activity



Give/clear microphone/markup tools.



Ask participants to respond using the text chat function.



Set User Role to Host, Presenter or Participant.

Course Overview

Course Abstract

COURSE OVERVIEW:

Job interviews can be just as stressful for the interviewer as the interviewee--and new managers are even more nervous about choosing the best candidate. This course is here to help. In this two-and-a-half hour virtual instructor-led training (vILT) you will get the tools and tips to help you be a confident interviewer. You'll also get a chance to road-test the techniques in virtual breakout sessions, and received feedback from peers, seasoned managers and the instructor. led training (vILT) you will be able to

TARGET AUDIENCE:

This course is for new people managers in the physical stores environment.

COURSE OBJECTIVES FOR (Audience goes here)

By the end of this course, participants should be better able to:

- Explain what makes a great candidate interview experience, and why “candidate customer service” is so important in the interview process.
- Clearly articulate the competencies or the roles for which you are hiring.
- Explain the legal and ethical considerations in a job interview.
- Identify the main types of unconscious bias in an interview, and articulate how to overcome those biases.
- Demonstrate the types of questions to ask to get the best information from candidates.
- Make the data-driven business case for hiring one candidate over another.
- Conduct a mock interview that demonstrates the key elements of a great candidate experience, core competencies, objective interviewing and behavioral questioning.

SPECIAL NOTICE:

In this vILT session, make sure you take breaks every 45 minutes, and also provide participant interactions every three to four minutes.

Course-At-A-Glance

Module Time	Module Topic
15 min	1. Course Introduction
10 min	2. Providing a Great Candidate Experience
20 min	3. Setting Role Competencies for the Position
10 min	4. Interview Legal and Ethical Considerations
20 min	5. Eliminating Unconscious Bias in the Interview
20 min	6. Conducting a Behavioral Interview
20 min	7. Using Business Data to Make a Decision.
05 min	8. Course Summary
120 minutes (+ two, 15-minute breaks)	Schedule breaks at appropriate times, based on participant energy and attention.

Critical Success Factors for Facilitator

The success of the course will often depend on how well you, the facilitator, perform. Key actions of the facilitators include:

- Reviewing all course materials prior to the program.
- Present the course in a lively and effective manner (attend the Virtual Instructor Training on how to engage digital audiences).
- Engage participants by using your own examples and the many tools available in Intella.
- Attend the formal Train the Trainer Session for a content deep-dive.
- Create a Show Sheet to help prepare

Module 1: Course Introduction

Module Time: 15 minutes

Module Overview


This course module begins with the standard producer introduction and course overview. The facilitators then ask participants about their greatest concerns in conducting interviews. Facilitators then transition into a high-level discussion of the five components to successful interviews. As part of this overview, facilitators ask participants to share, via text chat or the mic/audio feature, interview situations from their past experience that were either positive or negative experiences.

Module Objectives

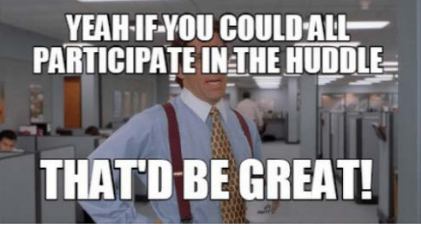
By the end of this module, participants will be able to:

- List the five components which provide the foundation for successful interviews.


Topic: Producer Introduction: Welcome (1 minute)

Time/Icon	Visual	Facilitator	Producer
<p>Producer Introduction</p> <p>Time: 1 min</p>	<p>Title Slide</p> 	<p>N/A</p>	<p>DISPLAY title slide as participants enter the VILT session.</p> <p>While waiting for class to start, CONDUCT microphone checks with participants.</p> <p>BEGIN the session. It's important to start the session on time because the Central/Adobe session will end at the scheduled time.</p> <p>WELCOME the participants and announce the course is beginning.</p>





Topic: Producer Introduction: Guidelines (1 minute)

Time/Icon	Visual	Facilitator	Producer
<p>Session</p> <p>Guidelines</p> <p>Time: 1 min</p>	<p>Participation Humor slide</p> 	<p>N/A</p>	<p>DISPLAY the slide.</p> <p>While waiting for class to start,</p> <p>EXPLAIN that, even though this is a virtual session, participants are still expected to engage in this interactive session at all times—just as they would in a face-to-face session.</p> <p>STATE that attendance will be taken and individual interactivity is automatically monitored throughout the session.</p> <p>REMIND participants to keep their mics on mute when they are not speaking.</p>





Check Point 1: 1 minutes

Time/Icon	Visual	Facilitator	Producer
<p>Check Point 1</p> <p>Time: 1 mins</p> <p>POLL</p> 	<p>Poll Question (No slide: Adobe function)</p> <p>Q: Are there any questions on our expectations of your participation?</p> <ul style="list-style-type: none"> <input type="radio"/> YES <input type="radio"/> NO 	N/A	<p>DISPLAY the check point.</p> <p>INFORM participants that this is an example of a check point and requires everyone to submit an answer. It is automatically monitored and tracks individual responses.</p> <p>ASK the checkpoint question.</p> <p>TELL participants to click their response. If any participants select 'No,' have them ask their question via text, chat, or microphone.</p> <p>MONITOR poll and clear once everyone has responded.</p>







Topic: Materials Review/Handoff to Facilitator (2 minute2)

Time/Icon	Visual	Facilitator	Producer
<p>Participant Manual</p>  <p>Time: 2 mins</p>  	<p>Participation Manual</p> 	<p>N/A</p>	<p>DISPLAY the slide of the participant manual.</p> <p>EXPLAIN that slides will NOT be shared after the session, because our slides are designed NOT to include bullet points and text.</p> <p>ENCOURAGE participants to take notes in their manual as the session progresses.</p> <p>EXPLAIN participants that the various interview tools we reference during the program will be available for download from the company i-SMART portal.</p> <p>HAND the mic over to the facilitator.</p>





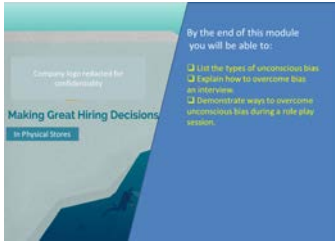

Topic: Facilitator Introduction (6 minutes)

Time/Icon	Visual	Facilitator	Producer
<p>Facilitator Introduction</p> <p>Time: 1 mins</p>	<p>Facilitator live on camera.</p>  <p>Slide of a photo of you in your job, preferably an action photo.</p> 	<p>THANK the producer.</p> <p>DELIVER your impact statement.</p> <p>PROVIDE information on your background and experience in this topic. It's important at this stage to demonstrate credibility and build trust with participants.</p>	<p>MONITOR audio and video levels.</p>
<p>Chat</p> <p>Time: 3 mins.</p>	<p>Facilitator live on camera.</p> 	<p>ASK: Participants to state, via chat, their biggest interview challenges and fears.</p> <p>REVIEW participant comments, making any relevant commentary.</p> <p>THANK participants for their responses.</p>	<p>MONITOR chat responses and announce to producer.</p>
<p>Time: 2 mins.</p>	<p>"How Not to Conduct an Interview."</p> 	<p>INTRODUCE humorous video of "How Not to Conduct an Interview."</p>	<p>SHOW video.</p>

Topic: Facilitator Introduction, 2 (4 minutes)

Time/Icon	Visual	Facilitator	Producer
<p>Facilitator Introduction Time: 4 mins.</p>	<p>Facilitator live on camera</p> 	<p>ASK participants to state, via mic, what they thought were some of the main mistakes.</p>	<p>CLOSE video.</p>
	<p>Participant webcams</p> 	<p>SOLICIT responses, calling on individuals.</p>	<p>UNMUTE all mics. ENABLE participant webcams as each person speaks.</p>
	<p>“Live” slide where producer captured participant discussion responses.</p> 	<p>DISCUSS responses.</p>	<p>CAPTURE participant responses on a blank slide.</p>
		<p>HIGHLIGHT key points that came up in the video and the discussions. Be sure to include key points related to <u>unconscious bias</u>, and <u>questioning techniques</u> from the video and the discussions.</p> <p>TRANSITION to Module 2.</p>	<p>MUTE participants and DISABLE participant webcams.</p>

Module 5: Eliminating Unconscious Bias in the Interview: 20 minutes

Time/Icon	Visual	Facilitator	Producer
<p>Module Objectives and Role Play Time: 7 mins.</p>    	 <p>Role-play directions slide</p>  <p><i>END OF SAMPLE GUIDE.</i></p>	<p>REVIEW module learning objectives.</p> <p>INTRODUCE role play exercise and how it will work. EXPLAIN that this is to get a baseline for participants' current understanding of unconscious bias, and that they will have an opportunity for another role play at the end of this module to road test key points that they learn in this module.</p> <p>ASK participants to use their microphones to ask any questions about the role play, the directions, or what is expected of them.</p> <p>ANSWER any participant questions.</p> <p>ASSIGN participants to virtual groups and rooms.</p> <p>CIRCULATE between virtual rooms during the activity to listen in.</p>	<p>DISPLAY the slide.</p> <p>DISPLAY the slide.</p> <p>UNMUTE all mics.</p> <p>LIST group and room assignments in chat for all to see.</p> <p>ACTIVATE virtual breakout rooms</p>