INTERVIEWER EXPERIENCE

SUPERIOR TALENT. GREATER INCLUSIVITY.

HIGH-FIDELITY MULTIMEDIA SIMULATION TECHNOLOGY DELIVERS **A DRAMATICALLY BETTER WAY TO TRAIN HIRING MANAGERS TO CONDUCT STRUCTURED INTERVIEWS.**

The **Interviewer Experience** from APT*Metrics* offers a unique, immersive approach to learning structured interviewing techniques that put a participant into a real-life business case where there is an urgent need to fill a critical position on their team.

EXPERIENCE IS VITAL

In traditional training, listening to speakers present slides and watching role-play videos can be informative, but doesn't truly provide a realistic experience. With the **Interviewer Experience**, instead of just delivering "training content," learning occurs through participation in a business-case simulation which is engaging, realistic, and practical.

This leads to much greater retention of learning and emotional buy in compared to traditional training methods.

HIRING CHALLENGES

- 46% of all new hires FAIL within the first 18 months due to the **misalignment** of skills, attitudes, or objectives with the roles they are asked to fulfill.
- Diversity hiring initiatives have been in place for years, but enterprises are **not meeting their goals**.

ONE COMMON DENOMINATOR

Ineffective interviewing and selection techniques magnify the misalignment while perpetuating ingrained biases.

The interview process is supposed to be unbiased and identify potential misalignment, but traditional interviewing policies and procedures are clearly failing organizations and candidates.

- Interviewer bias about an applicant's skills, knowledge and ability starts within the first 20 seconds
- 49% of interviewers think they know "fit" with their organization in less than 5 minutes
- **95% of hiring managers receive less than 1 hour per year of interview training**

In a 2020 article titled "*Training Staff to Be Better Interviewers*" published by SHRM, one HR expert stated that, for many managers, "the only experience they have in these situations is when they themselves were interviewed for a position."

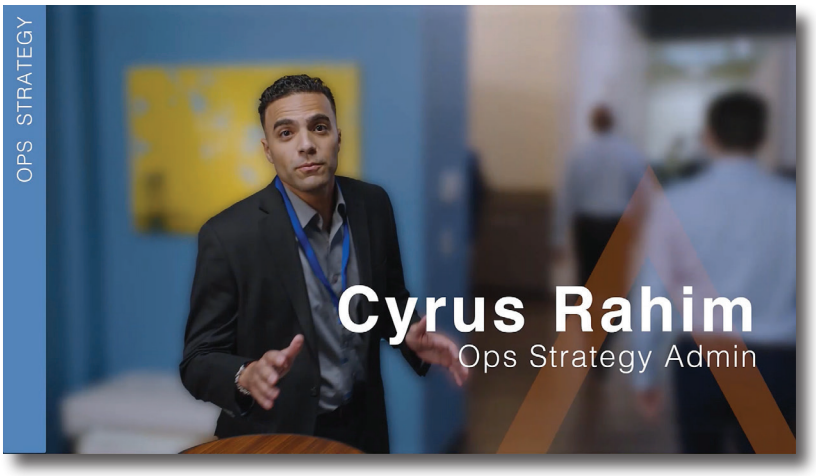
IT'S NOT A CLASS; IT'S AN INTERACTIVE SIMULATION.

In the **Interviewer Experience**, the participant takes on the role of Riley Garcia, the newly hired Senior VP of Strategy and Operations at Palladium, a fictitious enterprise.

Riley will be leading a team of high-performing employees who solve some of the most difficult challenges facing the organization, but the team has some open positions that need to be filled.

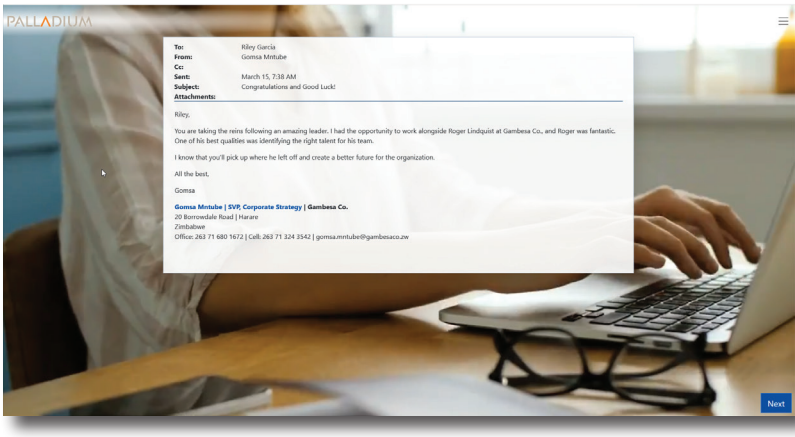
The flow of the Interviewer Experience has Riley:

- Introduced to Palladium and the new role by Cyrus Rahim, the administrative assistant for Operations Strategy



- Attend a series of meetings driven by an agenda

- Receive a variety of videos, emails, text messages, and other resources to help make decisions and respond to questions

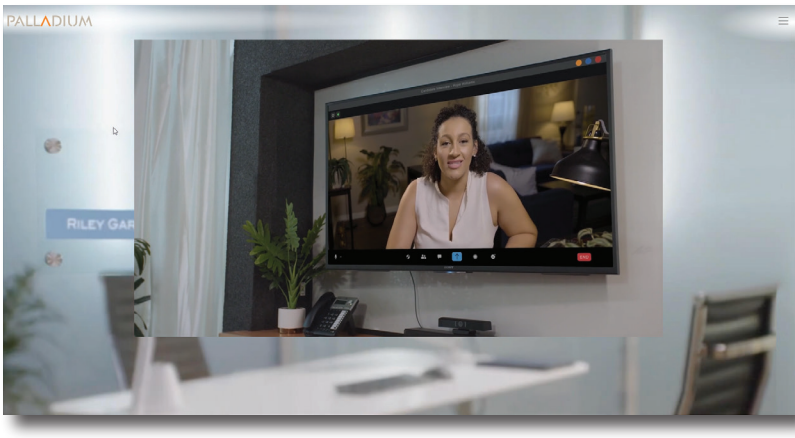


LEARNING OBJECTIVES

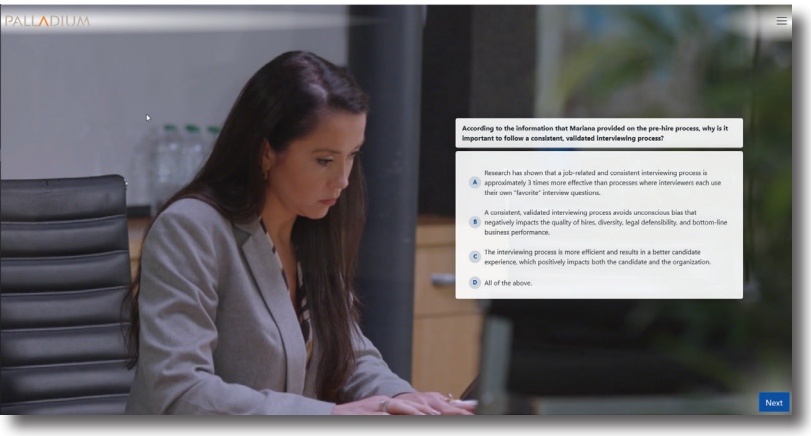
- **Interview Structure and Strategy**
  - Staying Structured
  - Business Impact
  - Candidate Experience
- **Biases in Interviews and Selection Processes**
  - Understanding Bias
  - Detecting and Addressing Bias
- **Interviewing Skills**
  - Preparing for the Interview
  - Conducting Interviews and STARs
  - Interviewing Efficiency
  - Data Evaluation and Rating Accuracy
  - Note Taking

- Participate in in-person interviews…

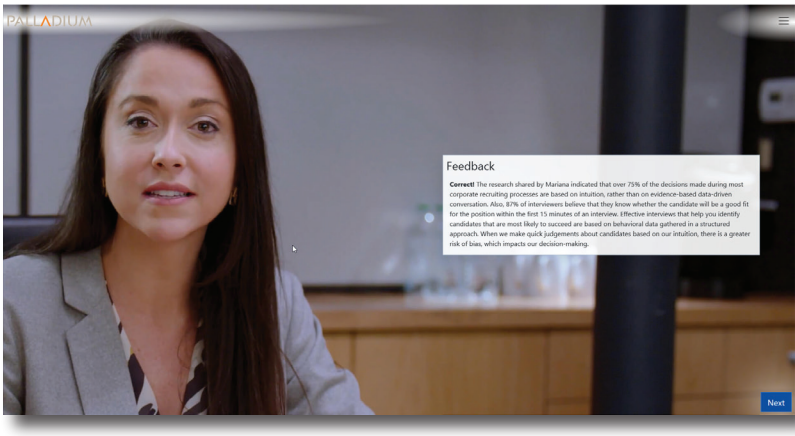
- …and remote interviews…



- Answer questions and make choices



- Receive immediate feedback on the choices and decisions



- Review a Development Report at the end

The **Interviewer Experience** allows participants to make choices and *experience* how those choices turn out.

Learn by doing.

KEY FEATURES / BENEFITS

- **Bias Mitigation** - Incorporates the concept of inclusive hiring, and specifically addresses understanding bias and detecting and addressing bias in the hiring process
  - Increased diversity in the new-hire pool
  - Improved quality of hires

- **Realism** - Integrates multiple forms of communication to deliver information, including video, email, text messages, and attachments
  - Work through a realistic, engaging hiring scenario
  - Decisions and choices that participants make determine what happens next in the story
  - More-engaging participant experience

- **Skill Practice** - Includes real-life candidate interviews which enable the participant to practice what they have learned
  - Mix of live and remote interviewing to reflect the modern environment, including unexpected technology/connection problems

- **Feedback** - Participants get immediate feedback on the decisions they make, including whether the answer was right or wrong, along with the rationale and supporting information
  - Reinforces learning

- **Guidance** - If less than optimal decisions are made, participant is shown what the ideal path/set of decisions would have looked like
  - Increased engagement
  - More effective learning

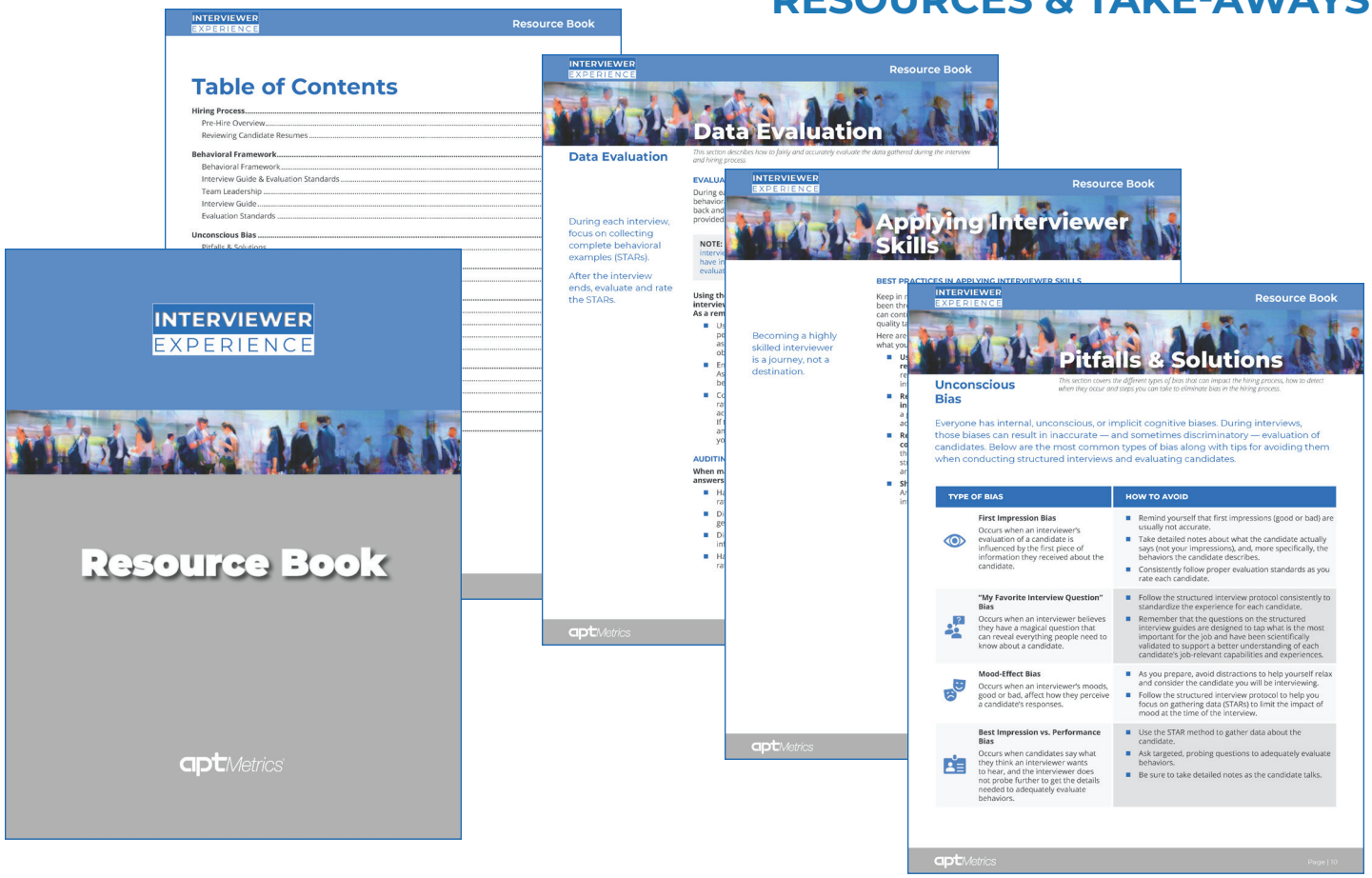
- **Learning Principles** - Applies adult learning principles where participants learn concepts, observe others demonstrating effective interviewing techniques, and then gets to apply effective interviewing techniques themselves

- **Evidence-based Content** - Based on years of research and legal guidelines regarding effective-interviewing best practices

- **Scalability** - System easily integrates with a current LMS or can serve as a stand-alone system
  - Participants can self-register, or client administrators can register

- **Ongoing Development & Support** - More than "just" a training course, the **Interviewer Experience** includes deliverables for ongoing learning
  - Quick Reference Guide for just-in-time guidance
  - Resource Book
  - Participant Feedback Report

RESOURCES & TAKE-AWAYS



STRUCTURED INTERVIEWING

A structured interview is an assessment method designed to measure job-related competencies of candidates by systematically inquiring about their behavior in past experiences and their proposed behavior in hypothetical situations.

An interviewer asks an interviewee questions in a standardized order, and the interviewer collects the responses of the candidate and grades them against a scoring system.

Asking set questions in a structured interview format helps collect useful information from each interviewee that can be easily compared with other candidates' responses.

Structured interviews ensure candidates have equal opportunities to provide information and are assessed accurately and consistently.

Fairness. Consistency.

Alignment. Inclusivity.

Better hires.

Other benefits of structured interviews are:

- They can evaluate competencies that are difficult to measure using other assessment methods (e.g., Interpersonal Skills).
- All candidates are asked the same predetermined questions in the same order.
- All responses are evaluated using the same rating scale and standards for acceptable answers.
- The interview experience is more consistent and less prone to errors.
- The interview experience is more effective as questions are formulated in advance to collect the most important and relevant information.
- The interview experience is less likely to be biased as interviewers work from a script.
- Interview responses are easier to compare.
- Interviews and evaluations are more efficient as the interviewer asks set questions designed to collect useful information and evaluate the same question responses for each interviewee.

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