

# Conducting Effective Interviews Storyboard

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## Scene 1: Introduction- Slide 1.1 Title Slide

Narration Script	On-Screen Text	Visuals and Production
<p>Welcome to Conducting Effective Interviews! As a hiring manager, bringing the right people on board is essential for building a strong, successful team. In this course, we'll walk through the key elements that will help you conduct structured interviews with confidence. By the end of this course, you should be able to explain the purpose and value of behavioral interviews, write effective behavior-based questions, identify questions that could create legal risk, and follow best practices for interview preparation, candidate engagement, and documentation. Ready to dive in? Click 'Next' to get started!"</p>	<p>Title Banner: Conducting Effective Interviews</p> <p>Learning Objectives Banner: 01: Explain the purpose of behavioral Interviews. 02: Write effective interview questions. 03: Identify questions that create legal risk 04: Follow interview best practices</p>	<p>The center title banner fades in at 0.75 seconds and fades out at 0.75 seconds before learning objectives are introduced.</p> <p>At 00:09, four blue numbered rectangles with a black background fade in for 0.75 seconds on the right-hand corner of the screen. As each learning objective is introduced, the blue rectangle fades out and the text of the learning objective appears on screen on cue with the narration.</p>

## Scene 1: Introduction- Slide 1.2 Instructions

Narration Script	On-Screen Text	Visuals and Production
<p>Hi, I'm Rosa, your Human Resources Business Partner. In this training, you'll take on the role of a hiring manager tackling various interviewing Scenarios. Each scenario will present you with options, and your choices will lead to different outcomes with feedback along the way. If you need guidance on best practices, just click the "Help" button. This course will take about</p>	<p>Scenarios- This Training puts in a hiring manager's role.</p> <p>Duration- This training will take approximately 15 minutes to complete.</p> <p>Audio- This training contains audio; please adjust your speakers or headset.</p>	<p>Rosa moves on a motion path from right to left to give the illusion that she is approaching to give instructions. At the end of the motion path, her state changes to a talking pose. The three groups of instructions fade in at .75 seconds.</p>

15 minutes and includes audio, so please adjust your speakers or headset.		
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## Scene 2: Lesson 1- Slide 2.1 What is a Behavioral Interview?

Narration Script	On-Screen Text	Visuals and Production
Behavioral interviews are designed to reveal how a person actually performed in a previous job situation. Instead of asking what someone might do, you ask about what they've done. First, these interviews focus on real examples—not hypotheticals. Second, they target job-related behaviors tied to success. Finally, they're based on the idea that past performance is the best predictor of future behavior.	<ul style="list-style-type: none"> <li>-Focus on real examples, not hypothetical scenarios.</li> <li>- Target job-related behaviors.</li> <li>-Past performance predicts future behavior.</li> </ul>	70/30 layout: left half shows an office conference room. Right half features text blocks with icons for each bullet. Entrance animations for each bullet are timed with narration.

## Scene 2: Lesson 1-Slide 2.2– The Behavioral Interview Process

Narration Script	On-Screen Text	Visuals and Production
Click each step to learn how to conduct a behavioral interview- from preparation to consistent evaluation.	<p>Step 1: Prepare – Review the job description to identify key skills, then write questions that target those areas.</p> <p>Step 2: Ask – Start with prompts like "Tell me about a time..." to encourage detailed stories over opinions.</p> <p>Step 3: Probe – Listen closely and ask follow-up questions to clarify the candidate's actions and outcomes.</p> <p>Step 4: Evaluate – Look for clear, structured answers that reflect the role's</p>	Horizontal click-to-reveal process interaction with four numbered buttons. Clicking each button reveals descriptive text beneath the process bar.

	responsibilities and performance level.	
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### Scene 2: Lesson 1-Slide 2.3 – The STAR Method

Narration Script	On-Screen Text	Visuals and Production
Click each part of the STAR Method to understand how to recognize and evaluate strong interview responses.	<p>Situation – Ask the candidate to describe where and when the event occurred. Look for enough background to understand the setting.</p> <p>Task – Learn what the candidate was responsible for or trying to achieve. A strong response will include a clear goal or Scenario.</p> <p>Action – Focus on what the candidate personally did. Look for specific steps or strategies they used to handle the task.</p> <p>Result –Find out what happened. Was the goal met? Did their actions improve something? The best responses include measurable results, impact, or lessons learned.</p>	Four square tabs click-to-reveal interaction. Each tab opens a pop-up layer with more detail.

### Scene 3: Scenario- Slide 3.1 Start the Interview

Narration Script	On-Screen Text	Visuals and Production
You're a hiring manager at a pharmaceutical manufacturing company interviewing a candidate for a Process Technician role. You want to start with a question that encourages the candidate to talk about a real situation they've handled. What should you ask?	<p>What should you ask?</p> <p>A. Tell me about a time something went wrong on a production line and how you handled it (correct).</p> <p>B. What would you do if a stopper wasn't feeding correctly?</p> <p>C. How do you handle pressure?</p>	<p>The Scenario prompt and three responses appear on the screen. Each response leads to a different consequence.</p> <p>A "Help" button allows the learner to obtain additional assistance.</p>

	<p>Review Layer: Choice A is the best choice because it prompts the candidate to share a real past experience, which is the goal of behavioral interviewing. Choice B is incorrect because it is a hypothetical question that shows how the candidate might respond rather than what they have actually done. Choice C is incorrect because it asks for a personal trait, not a real example; behavioral interviews should focus on actions, not opinions.</p>	<p>A “Review Job Description” button allows the learner to review the job description.</p>
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### Scene 3: Scenario- Slide 3.2 Consequence 1

Narration Script	On-Screen Text	Visuals and Production
<p>The candidate responds: “One shift, the stoppering arm was not working right. I paused the machine, cleared the jam, checked alignment, and restarted. We only lost a few vials.” Click next to continue.</p>	<p>“One shift, the stoppering arm wasn’t working right. I paused the machine, cleared the jam, checked alignment, and restarted. We only lost a few vials.”</p>	<p>Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.</p>

### Scene 3: Scenario- Slide 3.3 Consequence 2

Narration Script	On-Screen Text	Visuals and Production
<p>The Candidate responds: “I’d probably report it and wait for maintenance. I haven’t seen that happen, but I’d stay calm and follow instructions.” Click next to continue.</p>	<p>“I’d probably report it and wait for maintenance. I haven’t seen that happen, but I’d stay calm and follow instructions.”</p>	<p>Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.</p>

### Scene 3: Scenario-Slide 3.4 Consequence 3

Narration Script	On-Screen Text	Visuals and Production
The candidate responds: "I stay calm and focused when things get stressful. I think that's one of my strengths." Click next to continue.	"I stay calm and focused when things get stressful. I think that's one of my strengths."	Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.

### Scene 4: Scenario-Slide 4.1 Clarify Their Role

Narration Script	On-Screen Text	Visuals and Production
The candidate described the situation, but now you want to understand what part they personally played in solving it. What should you ask?	<p>What should you ask?</p> <p>A. Did you work on it with your team?</p> <p>B. What was your specific role in fixing the problem? (correct)</p> <p>C. Did your supervisor take over?</p> <p>Review Layer: Choice B is the best choice because it asks the candidate to describe their specific role, which is essential for understanding their personal contributions and decision-making. Choice A is incorrect because it focuses on the team's actions rather than the candidate's individual efforts. Choice C is incorrect because it shifts focus to the supervisor's actions instead of what the candidate actually did.</p>	<p>Same format as previous scene. Learner chooses one response.</p> <p>A "Help" button allows the learner to obtain additional assistance.</p>

### Scene 4: Scenario-Slide 4.2 Consequence 1

Narration Script	On-Screen Text	Visuals and Production
The candidate responds: “We worked on it together. I helped, but my lead made the final call on how to fix it.” Click next to continue.	“We worked on it together. I helped, but my lead made the final call on how to fix it.”	Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.

### Scene 4: Scenario-Slide 4.3 Consequence 2

Narration Script	On-Screen Text	Visuals and Production
The Candidate responds: “I noticed the problem, paused the line, followed the Standard Operating Procedure, and got it running again. I logged it and followed up with Quality Assurance.” Click next to continue.	“I noticed the problem, paused the line, followed the SOP, and got it running again. I logged it and followed up with Quality Assurance.”	Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.

### Scene 4: Scenario- Slide 4.4 Consequence 3

Narration Script	On-Screen Text	Visuals and Production
The Candidate responds: “My supervisor mostly handled it. I was nearby in case support was needed.” Click next to continue.	“My supervisor mostly handled it. I was nearby in case support was needed.”	Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.

### Scene 5: Scenario- Slide 5.1 – Did It Work?

Narration Script	On-Screen Text	Visuals and Production
Now you need to find out if the candidate’s actions made a difference and what happened as a result. What question should you ask?	What should you ask? A. Did anyone thank you for your help? B. Did the issue happen again later? C. What was the outcome of your actions? (correct)	Same format as previous scene. Learner chooses one response.  A “Help” button allows the learner to obtain additional assistance.

	<p>Review Layer: Choice C is the best choice because it asks about the outcome of the candidate’s actions, which helps assess the effectiveness of their response. Choice B is incorrect because it only asks if the issue happened again, which does not provide meaningful insight into the candidate’s success. Choice A is incorrect because it focuses on whether the candidate received praise rather than on the results of their actions.</p>	
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### Scene 5: Scenario- Slide 5.2 Consequence 1

Narration Script	On-Screen Text	Visuals and Production
<p>The Candidate responds: “My lead thanked me. That was the only feedback I got.” Click next to continue.</p>	<p>“My lead thanked me. That was the only feedback I got.”</p>	<p>Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.</p>

### Scene 5: Scenario- Slide 5.3 Consequence 2

Narration Script	On-Screen Text	Visuals and Production
<p>The Candidate responds: “I don’t think so. I wasn’t on the next couple shifts, so I’m not totally sure.” Click next to continue.</p>	<p>“I don’t think so. I wasn’t on the next couple shifts, so I’m not totally sure.”</p>	<p>Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.</p>

### Scene 5: Scenario- Slide 5.4 Consequence 3

Narration Script	On-Screen Text	Visuals and Production
<p>The Candidate responds: “The rest of the shift went smoothly. Quality</p>	<p>“The rest of the shift went smoothly. Quality Assurance approved the</p>	<p>Candidate is pictured on right hand side in talking pose. Response is shown in</p>

Assurance approved the batch, and our lead updated the checklist.” Click next to continue.	batch, and our lead updated the checklist.”	text with a voiceover. Transition to next scene when the learner clicks next.
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### Scene 6: Scenario- Slide 6.1 Wrap It Up

Narration Script	On-Screen Text	Visuals and Production
To close the interview, you want to find out what the candidate learned from the experience. What should you ask?	<p>What should you ask?</p> <p>A. How has the experience influenced the way you approach your work today? (correct)</p> <p>B. Was that your toughest shift?</p> <p>C. Do you think you handled it well?</p> <p>Review Layer: Choice A is the best choice because it asks the candidate to explain what they learned and how they apply that learning, which provides insight into growth and development. Choice B is incorrect because it only asks about the difficulty of the situation rather than what was learned. Choice C is incorrect because it asks for the candidate’s opinion of their performance, not a real example of how the experience shaped their actions.</p>	<p>Same format as previous scene. Learner chooses one response.</p> <p>A “Help” button allows the learner to obtain additional assistance.</p>

### Scene 6: Scenario- Slide 6.2 Consequence 1

Narration Script	On-Screen Text	Visuals and Production
The candidate responds: “I learned how important it is to pause and check equipment before restarting. Now I always do that and I coach new staff on it too.” Click next to continue.	“I learned how important it is to pause and check equipment before restarting. Now I always do that—and I coach new staff on it too.”	Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.



### Scene 6: Scenario-Slide 6.3 Consequence 2

Narration Script	On-Screen Text	Visuals and Production
The candidate responds: "It was a tough shift, but I've had harder ones. Still, I remember how fast things can go wrong." Click next to continue.	"It was a tough shift, but I've had harder ones. Still, I remember how fast things can go wrong."	Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.

### Scene 6: Scenario-Slide 6.3 Consequence 3

Narration Script	On-Screen Text	Visuals and Production
The candidate responds: "I think I did okay. Everything seemed to work out in the end."	"I think I did okay. Everything seemed to work out in the end."	Candidate is pictured on right hand side in talking pose. Response is shown in text with a voiceover. Transition to next scene when the learner clicks next.

### Scene 7: Results- Slide 7.1 Scenario Results

Narration Script	On-Screen Text	Visuals and Production
None.	<p>Pass Criteria: Learner selects at least 3 out of 4 best-practice answers for a score of 75% or better.</p> <p>✔ Great job! You asked strong behavioral questions and followed through.</p> <p>✘ Sorry, you did not pass this scenario. Next time, focus on past behavior and follow-up.</p>	<p>Results screen shows pass/fail feedback depending on learner's path.</p> <p>Learner has the option to review or retry the scenario by clicking the corresponding buttons.</p> <p>When reviewing the scenario, feedback is provided for each question.</p>