Session #401
Performance Support and Video Microlearning: The Perfect Marriage

John Boring, Accelerate

Austin, TX • June 8 – 10, 2016
John Boring, founder and CEO of Accelerate Mobile Apps

He is responsible for setting the overall direction and product strategy for the company, and leads the design of Accelerate's services and products.

Held talent acquisition roles at Apple, Netscape & Portal Software. Managed team and learning initiatives in Apple University.

John's work in Apple University was the catalyst for his vision to leverage evolving technologies to simplify managing people.

After studying at Texas A&M University, John applied himself in the real world of corporate recruiting and training in Silicon Valley.
Focus on Performance Results
Not Learning Objectives

Current performance
What are they doing?

Desired performance
What should they be doing?
Accelerate Mobile Apps, Inc

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Talentron Performance Support Architecture

Virtual Round Table
Select Questions
Select Skills
Applicant Tracking System

Collect Feedback
Flash Courses
Mobile Access
Distribute Questions
Performance Support Must Be Mobile

76% of Millennials own a smartphone, only 73% own a laptop.
ACCELERATE

Established

Global Reach

From

Focused on Front Line Managers
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Why Performance Support?

Making content available as close to the point of need as possible
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As a speaker, it’s not easy having that last name…

I will ask for questions at the end, but feel free to ask your questions as they come up.

This will keep it much more interesting

*We will start in just a few minutes*
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TALENTRON™
Better Interviews = Better Hires
Problem: Most Managers Are Not Good at Hiring

- This takes too long
- My team is not trained
- Hiring is a 50/50 crap shoot
Realistically What’s Happening

So....
Tell me about yourself.
In an Interview, People are Like Icebergs

Necessary for top performance, but not sufficient to guarantee it

Knowledge Skills Abilities

Cultural Fit

Motivation

Characteristics that predict longer term success
Solution

Automate What Great Hiring Managers Do

• Built-in process and questions
• Just-in-time Micro-Learning
• Evaluation virtual roundtable
Automate What Great Hiring Managers Do

Select Skills
Choose Team
Interview Training
Evaluation Roundtable

Pick/Create Questions
Distribute Questions
Interview Evaluation
Who Needs to Learn 

to Do What 

Hiring Manager 

Recruiter/HR 

Interviewing Team 

Interviewing Team
Performance Support for Recruiter/HR
Create the Interview Guide
Select Team and Assign Questions
Interview Assistant
Gather Team Feedback
Tips in Low End Video Production

• Useful as a “how to” tool for instruction
• Use readily accessible screen capture software
• Timing is important, move slowly on screen
• Write a script and stick to the script
• Depending on the software some editing is possible
Creating the Interview Guide
Create the Interview Guide
Select Team and Assign Questions
Interview Assistant
Gather Team Feedback
Selecting the Team & Assigning Questions
Performance Support for Interviewers
Performance Support Videos

Getting a Complete Answer
Keeping It Legal
The Candidate Who Talks Too Much
How to Verify Your Gut Feelings
Build Custom Behavioral Questions
Five Steps to Interviewing
Performance Support for Interviewers

Your interview with Trista has been scheduled for Wednesday, May 4th at 1:00PM in the Level 7 Conference Room.

As a member of the Interview Team for Trista Gabriel, you have been assigned to ask the following questions:

1. **Sales: Closing**
   Walk me through some examples of techniques you use to close tough prospects.

2. **Interpersonal Skills**
   Given your background, experience, personality, etc., why will you be successful in partnering with recruitment and human resources professionals?

3. **Sales: Presenting**
   Articulate the compelling purchasing proposition for your current product or service in 90 seconds or less.

4. **Sales: Prospecting**
   Describe your approach to getting a meeting when you are prospecting, after you have gotten several rejections.

5. **Sales: Prospecting**
   Walk me through the process that you used to find the prospect that led to your largest sale last year.

**Before the Interview**
To brush up on your Interviewing Skills, click here:
FlashCourses:

**During the Interview**
To use the Interview Assistant, click here:
Interview Assistant

**After the Interview**
To fill out the Candidate Assessment, click here:
Candidate Assessment

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Performance Support Videos

- Getting a Complete Answer
- Keeping It Legal
- The Candidate Who Talks Too Much
- How to Verify Your Gut Feelings
- Build Custom Behavioral Questions
- Five Steps to Interviewing
Tips for Mid-Range Video Production

- Use a readily accessible video recording space
- Make sure you manage outside noise
- Start with a blog as content foundation
- Write a script and stick to the script
- Lighting is critical, both front and back lights
- No editing so... practice, reshoot, practice, reshoot
- Titles are the only postproduction work
How to Verify Gut Feelings

Using Behavioral Interview Questions to Validate Gut Feelings

Talentron.com
Performance Support for Interview Team

Getting a Complete Answer
Keeping It Legal
The Candidate Who Talks Too Much

How to Verify Your Gut Feelings
Build Custom Behavioral Questions
How to Interview
Tips for High End Video Production

- Engage professionals in production
- Use professional actors, not community theater
- Write a script and stick to the script
- Lighting and sound are crucial
- Impromptu scripting can be expensive
- Postproduction can often exceed production costs
- Wardrobe and makeup are important
- Sets and backgrounds matter
The Way Interview Feedback Works
Today's interview schedule

As a member of the Interview Team for Sally Smith, you have been assigned to ask the following questions.

1. Business Understanding
   Describe what you do to keep up with industry trends.

2. Sales: Prospecting
   Describe some of your biggest prospecting successes.

3. Sales: Presenting
   Tell me about the best presentation you have made.

4. Sales: Presenting
   Give me an example of a presentation you made that did not go well and what you learned from it.

Before the Interview
To brush up on your interviewing skills, click here: [Interview Courses]

During the Interview
To use the Interview Assistant, click here: [Interview Assistant]

After the Interview
To fill out the Candidate Assessment, click here: [Candidate Assessment]

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Talentron Dashboard as Access Point
Any Questions?
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