



Interview Training Implementation Guide



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Step 1: Getting Started

1. Build up your interview bank

Ensure your teams are running all interview stages on BrightHire, so you have a good base of interviews to reference.

2. Identify your interview training goal and choose a focus area for your first program

Here are examples of popular goals and focus areas to help you kick-start your training program.

1. Build recruiter and interviewer skills

Common first training program focuses include:

i. Recruiters:

1. [Running a great candidate screen](#)
2. [Conducting an effective offer call](#)

ii. Interviewers:

1. [Interview fundamentals](#)
2. [Running great hiring manager screens](#)
3. [Running an onsite or panel interview](#)
4. [Conducting a technical interview](#)

Tip

Click on a focus area to access a glossary of related topics to master.

2. Train recruiters/interviewers on how to identify great candidates

Common first training program focuses include:

i. Recruiters:

1. [Calibrating on candidates for specific roles or departments](#)

ii. Interviewers:

1. [Calibrating on how to spot a great candidate at the right level](#)

Step 2: Building Your Training Program in BrightHire

1. Name your program

The screenshot shows the BrightHire interface for creating a training program. The top navigation bar includes 'Home', 'Candidates', 'Positions', 'Training', 'Guides', and 'Analytics'. A search bar is located on the right. The left sidebar shows 'Trainees' (All Trainees, 22) and 'Programs' (New Training Program, System Design - Engineering (Draft), Product Designer Portfolio Review a... (7), Recruiter Phone Screen (9), Product Manager Screen (5), CEO Screen (0), Core Values Interview (5)).

The main content area is titled 'System Design - Engineering' and has a 'Draft' status. It features a 'Recordings and Clips' tab, which is currently selected. Below the tab, there is a text input field for 'Add a description' and a 'Paste URL to a BrightHire recording or clip' field. A 'Search Recordings' button is also present.

The 'Recordings and Clips' section displays a list of interview recordings:

- Interview Gil Tamartino** (Full Stack Engineer, Today): This is an good example of digging deeper into a red flag. Video thumbnail shows two men in a meeting.
- Interview Macy Kate Dailey** (Full Stack Engineer, Yesterday): Add a description... Video thumbnail shows a woman smiling.
- Recruiter Screen Lvlle Nedwards** (Apr 13): Video thumbnail is partially visible.

A 'Continue' button is located at the bottom of the page.

2. Identify great moments that demonstrate mastery of each topic you've included

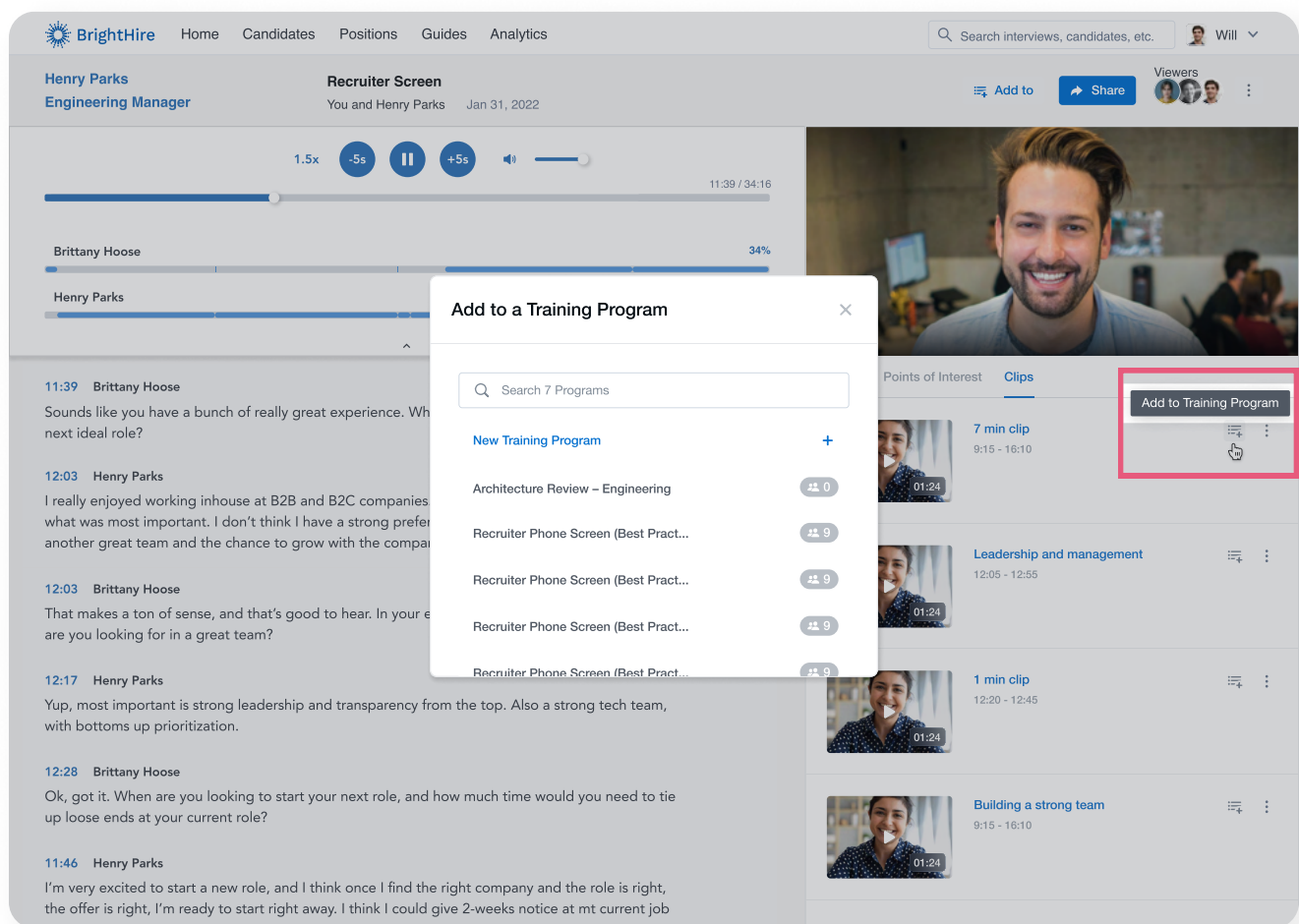
- Find key interview moments in BrightHire through keyword searching, with the option to filter by specific interviewers and/or by date range. If you know a topic has been discussed a lot in recent interviews, narrow the date range for your search.
- Share training program topics with recruiters and/or hiring managers and ask them to send you great examples from their own interviews and their team members' interviews.
- Review interviews with recruiters and interviewers who are known to run great interviews and pull out relevant moments.
- Review interviews with stellar candidates and pull out relevant moments.
- At a team meeting, ask your interviewers to review the last great interview they ran and share a few key moments with the group. This could include the last time they did a good job asking a specific question, like a specific behavioral question or one focused on your company's values. These moments will likely tie to the topics in your training program.

Pro Tips

- Some training topics are equally relevant for recruiters and interviewers. A great training example for recruiters could come from someone in another role, like a hiring manager. Some of the best recruiters we know learn how to pitch roles by listening to hiring managers' screens.
- We recommend starting with one clip per topic. You can always add more later!
- [Here's an overview on how to make clips in BrightHire](#) if you haven't made them before.

3. Create the training program

- There are 3 ways to add clips to a training program:
 1. **Add from an interview recording.** Add any clip to your training program when viewing an interview in the BrightHire app.
 2. **Paste a URL.** Copy and paste the URL for any BrightHire clip directly into your training program outline.
 3. **Search in BrightHire.** Use our search functionality while in the interview training interface to locate new clips.
- **If relevant, include a few full interviews that holistically capture what you're trying to teach.**



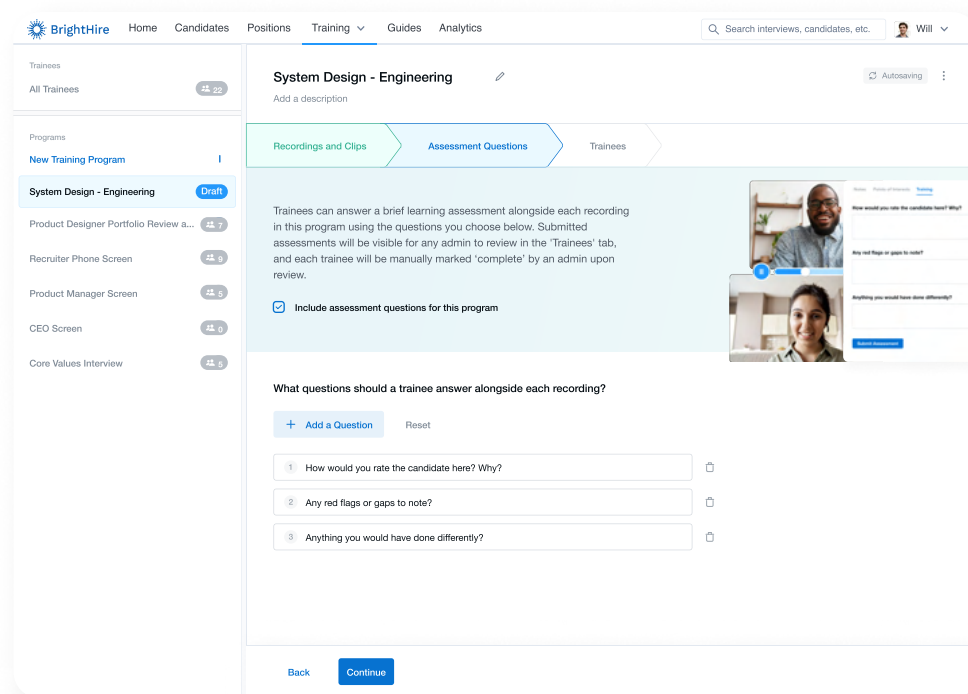
4. For each interview moment, add a few words describing why you selected it

In 1-2 sentences, explain what you want interviewers or recruiters to learn when watching the clip.

5. Set up a brief learning assessment to test comprehension

Assess the progress your participants made during training by adding a few questions at the end of your training module.

- All admins will be able to review the assessment responses.
- Admins will be able to mark trainees as “complete” upon reviewing the responses.



How permissions operate for interview training programs:

- BrightHire users with Admin or Recruiter platform permissions can manage all training programs.
- Hiring Team Admins can manage their own training programs by default.

Step 3: Launch Your Program

1. Introduce your program with clear, compelling framing

- **Announce your program, highlighting key details like:**
 1. Your program's goal and focus areas
 2. What recruiters/interviewers will be able to achieve upon completion, and what will be better
 3. Why interview training matters
- **Demo the training program**
 1. Walk the team through the end-user experience.
We recommend hosting a live walk-through, but if your culture prefers async communication, make a 1-minute video.
- **Share clear timeline expectations**
 1. For your first training program, we recommend covering no more than 10 topics.
If you have more, it might be a sign that multiple training programs are warranted.
 2. For interviewers, aim for training programs that they can complete within a week's time, over the course of a few hours in between other work.
 3. For recruiters, start with one training program. Ask recruiters to complete it within a week, then gauge effectiveness and collect feedback before rolling out the next one, ideally designing the programs to build on each other and in complexity.

Pro Tip

If you don't currently have recruiters record offer calls because you want compensation discussions to stay confidential, you can show your team how to [make recordings private](#) but still have the opportunity to share key moments more broadly using our [clips feature](#).

2. Invite your trainees

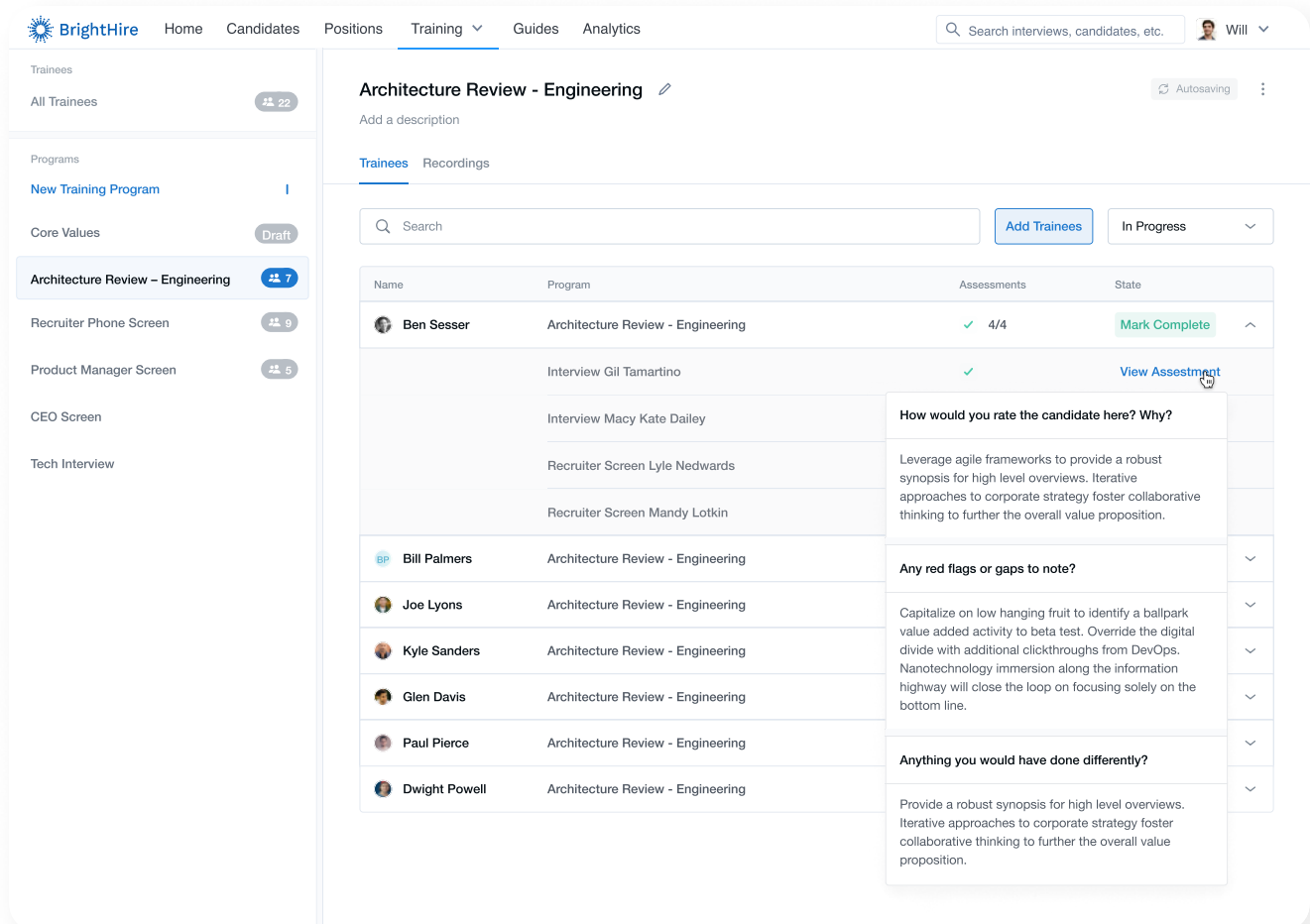
- Anyone at your company with a BrightHire login can be a trainee.
- If someone's email doesn't appear in the window where you can add trainees, [they need a BrightHire login](#).

3. Collect feedback and gauge depth of learning

- If you chose to set a few questions up at the end of your training module, you and your managers can review assessment answers in BrightHire to gauge if participants achieved the intended learning goal(s).
- You and your managers can also watch a sample of your recruiters' and interviewers' next few interviews to gauge comprehension and depth of learning.

Pro Tip

Our training programs are designed to be living modules. You can easily add and remove clips over time as great moments are surfaced, definitions of “good” change (after all, what company’s general pitch remains the same year over year?), or individuals join the team with advanced interviewing skills that you’d like to highlight.



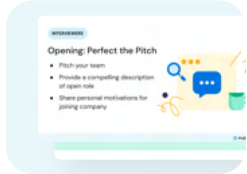
The screenshot shows the BrightHire interface for a training program titled "Architecture Review - Engineering". The left sidebar lists various training modules, with "Architecture Review - Engineering" selected, showing 7 participants. The main content area displays a table of trainees and their assessment progress. The table has columns for Name, Program, Assessments, and State. The first trainee, Ben Sesser, has completed 4/4 assessments. A dropdown menu is open for Ben Sesser, showing a list of assessments with their scores and a "View Assessment" link. The assessments listed are: Interview Gil Tamartino (score 1/1), Interview Macy Kate Dailey (score 1/1), Recruiter Screen Lyle Nedwards (score 1/1), and Recruiter Screen Mandy Lotkin (score 1/1). The dropdown also shows a question: "How would you rate the candidate here? Why?" with a text area containing feedback: "Leverage agile frameworks to provide a robust synopsis for high level overviews. Iterative approaches to corporate strategy foster collaborative thinking to further the overall value proposition." Below this, there are two more questions: "Any red flags or gaps to note?" and "Anything you would have done differently?". The second question has a text area with feedback: "Capitalize on low hanging fruit to identify a ballpark value added activity to beta test. Override the digital divide with additional clickthroughs from DevOps. Nanotechnology immersion along the information highway will close the loop on focusing solely on the bottom line." The third question has a text area with feedback: "Provide a robust synopsis for high level overviews. Iterative approaches to corporate strategy foster collaborative thinking to further the overall value proposition."

Name	Program	Assessments	State
Ben Sesser	Architecture Review - Engineering	✓ 4/4	Mark Complete
	Interview Gil Tamartino	✓	View Assessment
	Interview Macy Kate Dailey		
	Recruiter Screen Lyle Nedwards		
	Recruiter Screen Mandy Lotkin		
Bill Palmers	Architecture Review - Engineering		
Joe Lyons	Architecture Review - Engineering		
Kyle Sanders	Architecture Review - Engineering		
Glen Davis	Architecture Review - Engineering		
Paul Pierce	Architecture Review - Engineering		
Dwight Powell	Architecture Review - Engineering		

4 ways to learn more about interview training



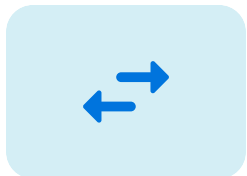
Check out BrightHire's [Complete Guide to Interview Training](#).



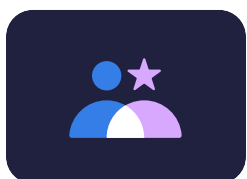
Run an effective interview training session with help from our [Presentation Template and Facilitation Guide](#).



Set up time to have a conversation with your BrightHire CSM, aka your personal interview training coach.



Ask your BrightHire CSM for an intro to another client who's already using BrightHire to run great interview training.



[Join the Shine community](#) for exclusive talent advice, events, and so much more.

Glossary of Interview Training Topics

1. Build recruiter and interviewer skills

Common First Training Programs: Recruiters

Running a Great Candidate Screen

1. Giving your company pitch
2. Sharing an overview of the team & role opportunity (e.g., when hiring for a tech role, sharing how to speak to the engineering team's culture)
3. Uncovering candidate motivations
4. Outlining the interview process & setting expectations
5. Being conversational & probing beyond surface-level answers
6. For tech roles, providing a high-level overview of the tech stack
7. Reviewing benefits & compensation (including general ranges for the position to set expectations)
8. Handling sensitive topics & navigating unconscious bias
9. Understanding a candidate's timeline & job search stage
10. Answering candidate FAQs
11. Discussing next steps & setting up a strong candidate for their next interview

Conducting an Effective Offer Call

1. Handling the soft close & getting an early signal from a candidate, by:
 - a. Reconfirming expectations and priorities
 - b. Sharing positive feedback from the interview process
2. Communicating clearly
3. Aligning on a call to action (agreed upon timeline for next steps)
4. Delivering a clear, compelling overview of a candidate's offer (compensation & benefits)
5. Negotiating
6. Handling objections

Common First Training Programs: Interviewers

Interview Fundamentals

1. Introducing yourself and your role at the company
2. Sharing personal motivations for joining the company
3. Understanding key competencies for the role & evaluating candidate answers accordingly (balancing their thought process along with their actual answers)
4. Asking additional questions when a candidate's initial answer leaves unknowns
5. Getting creative with questions if a candidate comes from a non-traditional background or has slightly less experience than outlined in the job description
6. Being authentic & building rapport with a candidate
7. Answering candidate FAQs for hiring teams
8. Navigating unconscious bias
9. Ending an interview strong, revisiting the role & company benefits highlighted during the interview

Running Great Hiring Manager Screens

1. Pitching your team & where you fit into the broader org
2. Providing a compelling description of the open role
3. Being authentic and moving beyond scripted answers
4. Going beyond the resume to better understand a candidate's career trajectory
5. Understanding a candidate's level of experience with key role responsibilities
6. Gauging what most excites your candidate about the opportunity
7. Probing where your candidate might be most challenged
8. Describing your philosophy as a manager
9. Outlining future plans for your team, including growth opportunities & exciting opportunities

Common First Training Programs: Interviewers (continued)

Running an Onsite or Panel Interview

1. Previewing the agenda for an interview
2. Setting the scene to help a candidate get in the mindset of the role (e.g., "let's say I hire you today...")
3. Presenting realistic scenarios to gauge a candidate's ability to respond to common situations
4. Asking behavioral-based interview questions tied to core role requirements
5. Posing questions that uncover a candidate's culture add
6. Asking open-ended questions to dig deeper & fully understand a candidate's response before moving forward to the next question
7. Sharing your own experience on the team, speaking to what you've learned and what makes the open role opportunity unique
8. Answering candidate questions & selling the opportunity as you respond
9. Ending the interview on a positive note

Conducting a Technical Interview

1. Providing an overview of what a candidate can expect in a technical interview so that you're on the same page
2. Making it clear when you think a candidate is doing well
3. Encouraging a candidate to share personal & academic experiences as much as professional ones
4. Reading technical prompts aloud before asking a candidate to dive in
5. Being as explicit & straightforward as possible
6. Reminding a candidate to take their time as needed
7. Responding to a candidate's answers in a way that gauges learnability
8. Closing the interview on a positive note

2. Train recruiters/interviewers on how to identify great candidates

Common First Training Program: Recruiters

Calibrating on Candidates for Specific Roles or Departments

1. Sharing examples of good vs. great answers for critical screening questions
2. Outlining the ideal entry-level, mid-level, & senior-level candidate
3. Sharing examples of answers from non-traditional candidates that indicate company and role fit
4. Highlighting examples of answers that suggest a candidate is not a fit for the company and/or role

Common First Training Program: Interviewers

Calibrating on How to Spot a Great Candidate at the Right Level

1. Sharing examples of good vs. great answers for critical questions covered in hiring team interviews
2. Outlining the ideal entry-level, mid-level, & senior-level candidate
3. Sharing examples of technical and non-technical answers from non-traditional candidates that suggest company and role fit
4. Highlighting examples of answers that suggest a candidate is not a fit for the company and/or role



Congrats on your new interview training program!

With your program in place, you can now equip your interviewers and recruiters with the tools and resources they need to walk into every interview with confidence.

