

IHT System Outline

Interviewing – Hiring – Training

1. Screening Phone Call

2. Interview

3. Hiring Preview Appointment

4. Hiring Review and Training Preview Meeting

5. Training Review Session

✓ **Gear Distribution**

• **Uniform**

• **Instructor Backpack**

• **Instructor Folder**

• **Sports Spectacular Bag**

**Once Training Review Session is completed, instructor is available to work*

6. New Hire “Rookie” Meeting

1. “Screening” Phone Call

- Objective – Interview, hiring, and training is time consuming. It’s important to make sure you start the process with a prospect that is viable. To quickly establish whether this is the case or not, you should contact the potential applicant with a phone call to establish some basics to decide whether or not their employment might be a “good fit”.
- Prepared Questions to Caller (see “Screening Document” below):
 - Description of what we do
 - Experience with Kids?
 - Location?
 - “What’s on your plate” – School, Part-Time Job, etc?
 - Schedule?
 - Transportation?
 - Appointment is scheduled for an INTERVIEW.

2. Interview

- Objective – The OTA Interview is part presentation/company pitch, part evaluation of applicant. We need instructors. It’s important to use this opportunity to recruit and sell yourself and the OTA Program so that OTA is an attractive opportunity for the applicant. It is also very important to paint an accurate picture for the applicant about the job logistics (program locations, compensation, commitment, training, etc.). The goal of a successful interview is identifying a “good fit” and someone that will remain on your team. This in turn reduces the time, energy, and cost of more hiring later on.
- Interview Segment Breakdown:
 - Company Background and Job Description/Requirements/Key Points
 - Interview Questions for Applicant
 - Question and Answer from Applicant
- REMEMBER – tailoring the interview to the position you are looking to hire for is necessary (after school instructor vs. summer camp counselor vs. league coach)

3. Hiring Preview Appointment

- Objective – this discussion is to outline the WEB Training location and steps to complete. You can “screen share” the Login Portals in order to expose the New Hire to the platform and answer any preliminary questions
- Send New Hire Email: **OTA – Instructor WEB Training – PART 1**

4. Hiring Review and Training Preview Meeting – In Person or Virtual or Call

- **Objective** – this discussion is to confirm receipt of all required submittals from WEB Training Part 1 and to highlight key points from training materials in WEB Training Part 1. This should include a Q&A format giving the New Hire an opportunity to ask any questions and address any concerns about the materials they have reviewed and the forms and exercises they have completed.
- **Submittal Confirmation:**
 - TOP Sheet
 - Staff Emergency Contact
 - W4
 - I9
 - Instructor Agreement
 - Child Abuse and Inappropriate Contact
 - General Knowledge Answer Sheet
 - Curriculum Answer Sheet
 - HIGH FIVES Moments
 - Game Plan
 - Employee Pledge
- **Training Preview**
Objective – this discussion concludes the Hiring Review and Training Preview Meeting and is to outline the next WEB Training location and steps to complete. You can “screen share” the Login Portals in order to expose the New Hire to the platform and answer any preliminary questions
- Send New Hire Email: **OTA – Instructor WEB Training – PART 2**
 - **NOTE – this email will be based on whether or not the New Hire is for School Year Programming or Summer Camps**

5. Training Review Session – In Person or Virtual

- **Objective** – this discussion is to confirm receipt of all required submittals from WEB Training Part 2 and to highlight key points from training materials in WEB Training Part 2. This should include a Q&A format giving the New Hire an opportunity to ask any questions and address any concerns about the materials they have reviewed and the forms and exercises they have completed.
- **Submittal Confirmation (for School Year Training)**
 - FYI Tutorial
 - Class Procedure Answer Sheet
 - Emphasis
 - Employee Receipt
- **Highlight Training Materials – Key Points**

- **Gear Discussion**
 - You must communicate to new employees the impact “presentation” has on our customers (kids and parents) and how that relates to equipment and gear.
 - Issued gear and equipment will be catalogued by management in order to track what each employee is in possession of.
 - It is the employee’s responsibility to make sure equipment is cared for, inventoried, pumped up, and in good condition each class.
 - Instructors must return all property when asked by management (end of sessions, end of employment, any other time management deems necessary)
 - Most instructors will receive:
 - Uniform
 - Instructor Backpack
 - Instructor Folder
 - Sports Spectacular Equipment Bag
- **Game Time!**
 - Final Questions
 - Good Luck and a Word of Encouragement

6. New Hire “Rookie” Meeting – Virtual or Call

- Objective – Developing a workforce that continues to improve and get better requires a theme of “continuous training”. The initial way we establish this concept with New Hires is to schedule a “Rookie” Meeting to take place after two weeks of an employee’s start date.
- These “Rookie” Meetings are designed to get some early feedback, to do any course corrections with an instructor should an early mistake have been made (missing a call in, attendance issue, dismissal issue, lack of programming day card are all examples of issues that should be addressed immediately).
- Outside of these “housekeeping” topics, the “Rookie” Meeting should be used to introduce, and address topics related to: **Behavior – Instructor TIPS – Situational Responses (located in Instructor Resources)**. It’s important that all Rookies understand the scenarios that can come up in youth programming that will require them to react or solve problems.