ThinkWise

ADMINISTRATOR GUIDE FOR THINKWISE HIRING

SETTING UP, MANAGING, AND CLOSING HIRING PROJECTS

ThinkWise

Contents

SETTING UP A HIRING PROJECT

The ThinkWise Hiring Tools provide hiring managers a way to focus their hiring efforts around specific competencies. This is achieved with the Candidate survey and the Interview Guide. The Candidate survey is a behavioral assessment that will give the hiring manager insight into the competencies to which a job applicant is naturally suited. For example, if someone has a predisposition for good communications, the Assessment will surface that info. The Interview Guides are a collection of behavioral-based interviewing questions and follow-up probes that are designed to yield a richer conversation between the interviewer and the candidate. Both tools make up the ThinkWise Hiring Project toolset.

1. LOGIN TO THINKWISE

Go to https://[yoursite].thinkwiseinc.com and enter your email address and ThinkWise password. The [yoursite] portion is typically the email domain for your organization. If you have any questions on the correct site name, please contact ThinkWise Support (Thinksupport@ThinkWiseInc.com).

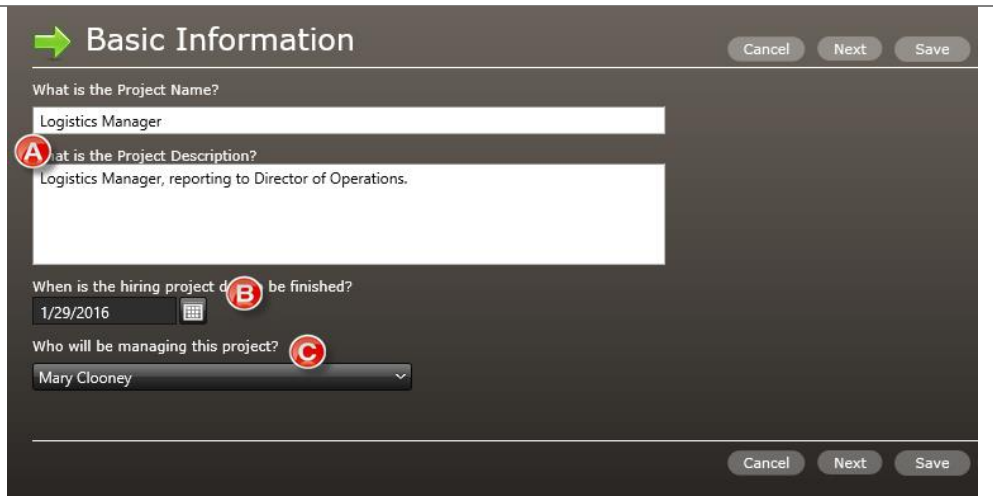
2. CREATE A NEW HIRING PROJECT

The process of hiring for a particular position in your organization is managed from within a "Hiring Project" in ThinkWise. Each position you are trying to fill will be represented by its own project.

To create a new hiring project:

- Hover over **Go To** in the menu bar
- Then hover over **Hiring Project**
- Click on **[Create a Hiring Project]**

3. ENTER PROJECT BASICS



A new Hiring Project requires some very simple information to get started.

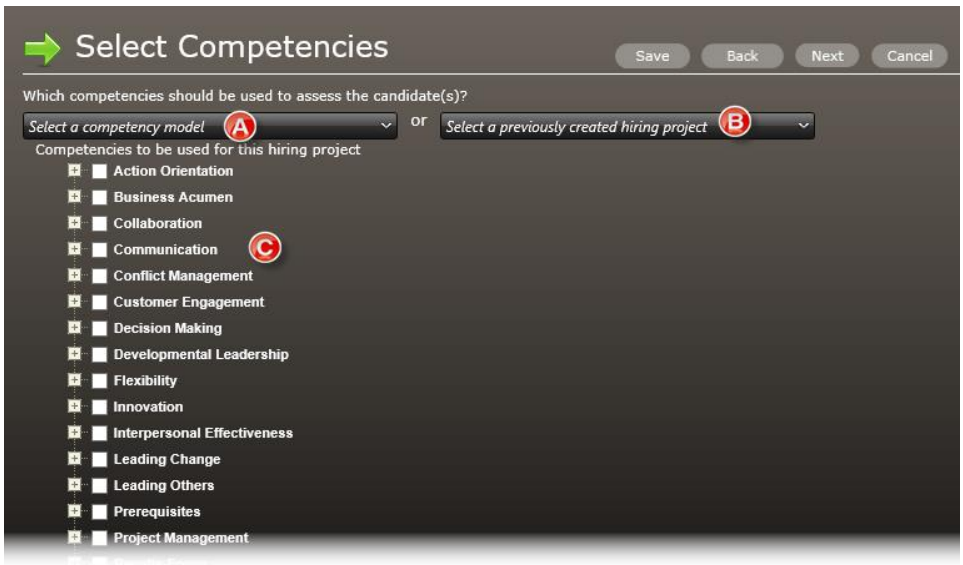
A. Give the project a name (usually the title of the position you are seeking to fill) and a description of the project purpose. You may also include some details about the position requirements here.

B. Enter a Due Date for the project to close.

C. Identify the individual who will manage this project going forward.

Click **[Next]** to continue.

4. SELECT COMPETENCIES



On this screen you will select the competencies that have been identified as critical for the position you are seeking to fill. Competencies can be chosen in a few different ways:

A. Choose from a ThinkWise competency model or a custom model of your own organization.

B. Base it on a previous project. This is helpful when filling the same position repeatedly.

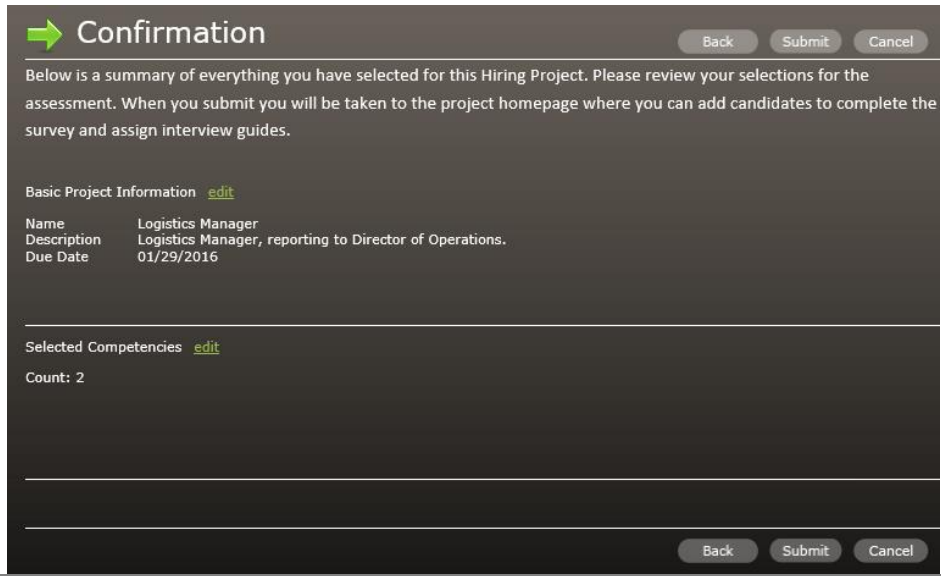
C. Choose the competencies from a list.

Click **[Next]** to continue.

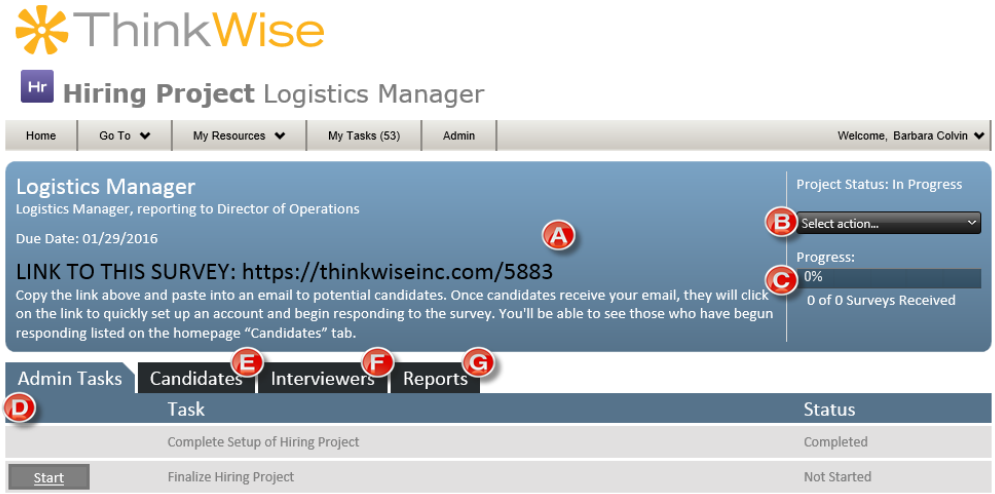
5. CONFIRMATION SCREEN

Confirm the settings you've chosen for this project, the click **[Submit.]**

This creates the "bones" of the project. The Project Dashboard enables you to build and send interview guides and to send candidate surveys.



6. THE PROJECT HOMEPAGE



After submitting the Hiring Project Setup, the project administrator is immediately taken to the Project Home Page. The Project Home Page provides access to several features:

A. **Summary Information:** Shows the basic information about the project. Note the "LINK TO THIS SURVEY" in this section. That is a link to the candidate survey – this will be covered in a later section.

B. **Select Action:** This drop-down links to other actions to take with this hiring project.

C. **Progress Bar:** Indicates how many candidate surveys have been received.

D. **Admin Tasks:** Tasks the Project Administrator is responsible for, such as finalizing the project.

E. **Candidates:** Displays the candidates who have started and/or finished answering the candidate survey.

F. **Interviewers:** Displays the interviewers to whom an interview guide and request has been sent.

G. **Reports:** Displays the reports available for this hiring project.

Hint: The Project Home Page is where the Project administrator can get links to the Candidate survey, create Interview Guides and assign Interview Guides to interviewers. There is no order in which the project administrator has to do the candidate survey and the interview guides. Either can be assigned first. Typically, project administrators use the candidate survey as an input to the hiring process and have the results before the interview, but this isn't required.

CANDIDATE SURVEYS

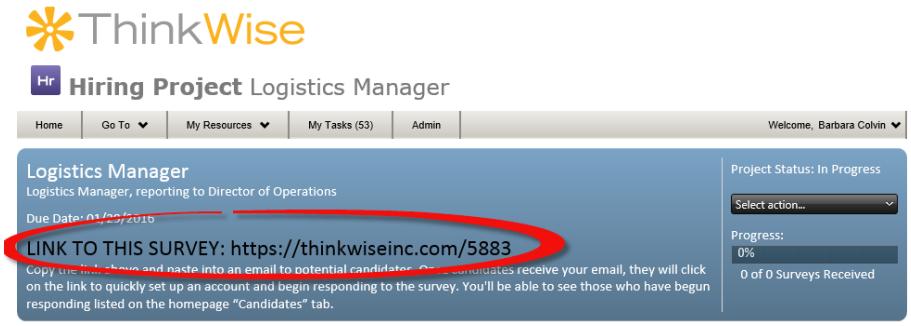
The questions asked in the Candidate Survey are based on the competencies selected as part of the initial project setup. Each hiring project has a unique link that gives access to the candidate survey which goes along with it. If a candidate fills out a survey after clicking that link, their survey results will be associated with that hiring project.

1. SENDING CANDIDATE SURVEYS

Candidate surveys are sent from the project administrator's own email. They're not sent from the ThinkWise system. This makes it easier for the project administrator to manage candidates because any return or bounced emails will go directly back to the project administrator rather than returning to a ThinkWise email address.

To send a Candidate survey:

- Copy the link from the project home page.
- Open your email.
- Paste the link into a new email message.

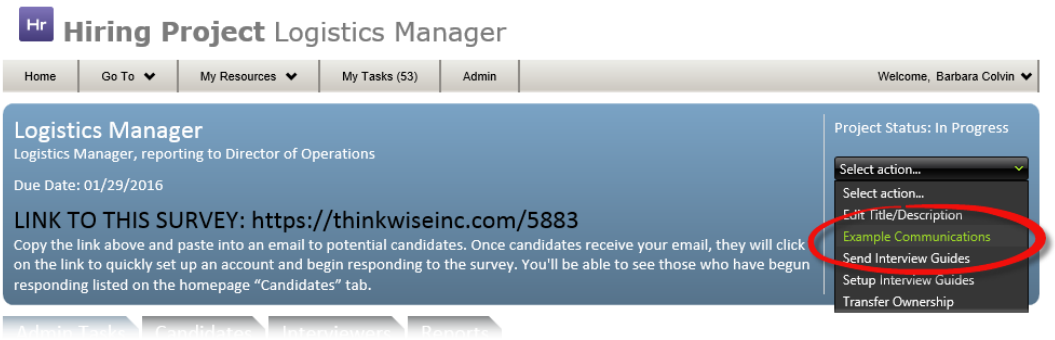


- Add any accompanying text and send the link to the candidate.

Candidates will show up in the candidates tab once they have started taking the candidate survey. If the candidate never starts the survey, they won't appear in the candidates list.

2. USING THE EXAMPLE COMMUNICATIONS

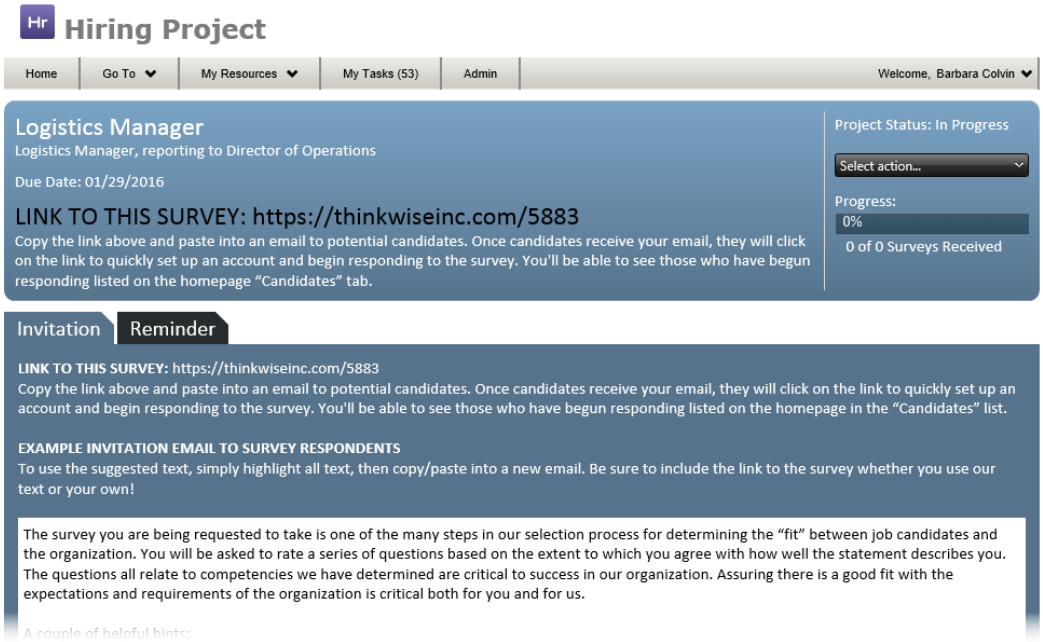
ThinkWise also provides some example communication for the project administrator to use when sending their Candidate Asseessments. Access it by clicking on the select action drop down, then choosing **[Example Communications]**



ThinkWise includes sample invitation text and sample reminder text. To use the text, highlight the text, then copy/paste into a new email.

Notice that both the invitation and the reminder already have the link to the candidate survey included in the body of the text. This a quick and easy way for you to send out new surveys to potential candidates.

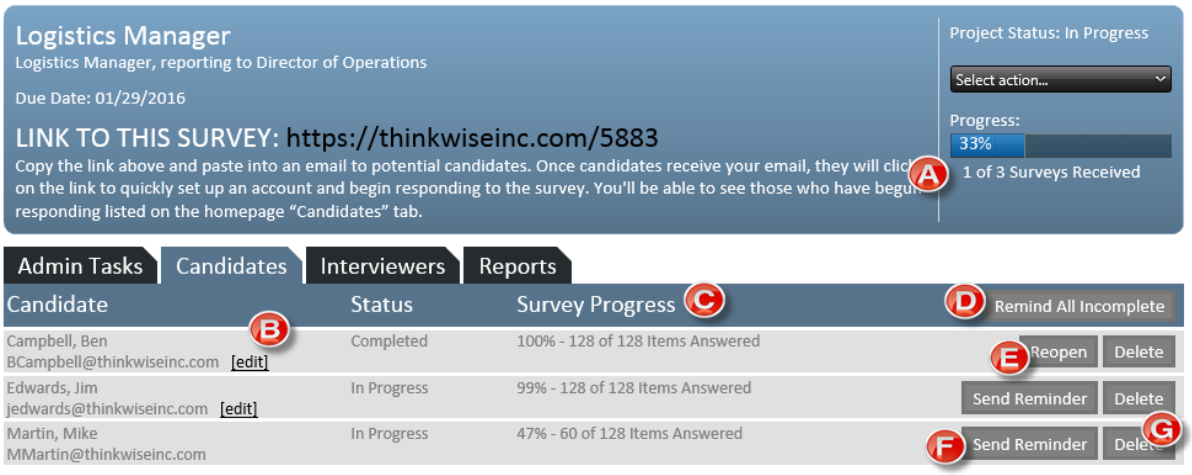
Feel free to modify the text after you put it in your email. This text isn't required – its's just a suggestion. The only thing that HAS to be included in the message is the link to the candidate survey.



3. TRACKING CANDIDATE SURVEYS

Once a candidate has logged into the ThinkWise system and clicked into the survey, their name will appear on the list of candidates behind the candidates tab. If they never logged in, their name won't appear. Access the list of candidates by clicking the [Candidates] tab on the project homepage.

The following features and functionality are available to the project administrator from this tab:



A. **Progress bar** – indicated how many surveys have been completed.

B. **Name and status of each candidate**. The project administrator can edit the email of anyone who isn't already a user of the ThinkWise system. (This may apply if the organization is considering internal candidates and those candidates are already registered as system users. In the example above, Mike Martin was already in the ThinkWise system so his email is not editable.)

C. **Survey Progress** – Indicates what percentage of the survey is complete, by candidate. Notice the Jim Edwards example above. He's answered all 128 of the questions in the survey but it's not showing as completed. This is because Jim didn't submit the survey after answering all the questions.

D. **Remind All Incomplete** – will allow the project administrator to send a reminder to everyone who has not yet completed their survey. In this example two of the three candidates would get the reminder.

E. **Reopen** – if a candidate has already completed the survey but wants to go back into it, this allows the project administrator to reopen the survey for them. It will not erase any of their previous responses but will make them editable.

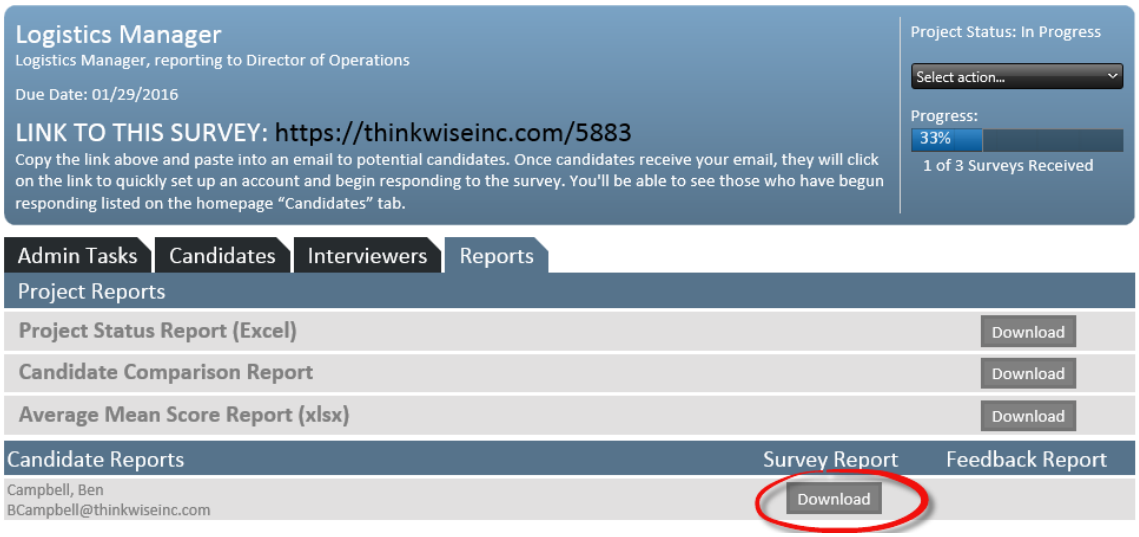
F. **Send Reminder** – sends a reminder to only this candidate.

G. **Delete** – deletes this candidate from the project.

4. VIEWING CANDIDATE SURVEY RESULTS

Once a candidate has completed their survey, a report of their results is available behind the **[Reports]** tab on the project home page.

Click the **[Download]** button to download a PDF of the candidate's results.

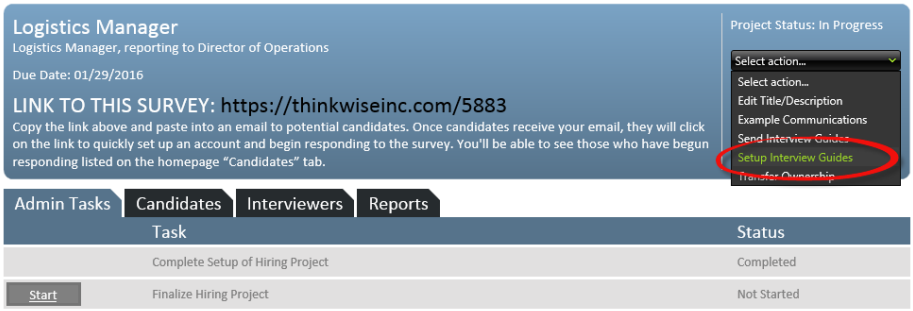


CREATING INTERVIEW GUIDES

An Interview Guide is a tool for standardizing the interview process across multiple interviewers and candidates. A set of questions corresponding to the competencies considered relevant to the position for which you are hiring is included, along with any specific customized questions you choose to add. In ThinkWise, the project administrator first creates the interview guides, then sends them to interviewers along with a candidate interview assignment.

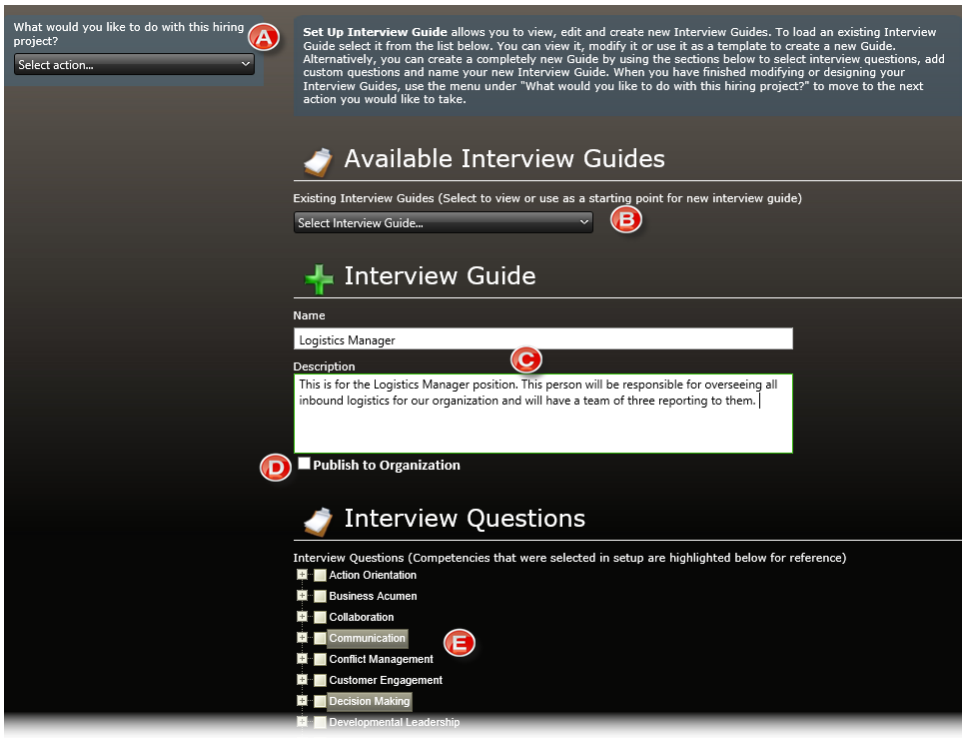
1. ACCESS INTERVIEW GUIDE SETUP

From the select action drop-down, click on **[Setup Interview Guides.]**



Hint: Since interview guides and candidate assessments are created independently in the ThinkWise system, the Project Administrator can use one or both of the tools in their Hiring Project. In other words, the Interview Guides can be used without the Candidate Assessment and the Candidate Assessment can be used without the Interview Guides.

2. BEGINNING YOUR GUIDE



Upon opening the setup screen, there are a few things to note:

A. **Select Action** – This drop-down returns you to the project home page.

B. **Available Interview Guides** – Existing interview guides can be used as a starting point for the new guide. Choose from existing interview guides in this drop-down.

C. **Descriptive Info**– Provide a name and description for this specific interview guide. If you are dividing the interview by competency, you might want to name this interview guide according to which competencies it covers. Alternatively, you could name it by job title or by interviewer. It's your call.

D. **Publish to Organization** – checking this box will publish this interview guide to everyone in the organization. This will allow you to share interview guides across projects. Otherwise, the individual interview guide is only tied to, and available from, this specific hiring project.

E. **Interview Questions** – you can choose from any competencies in this list. The competencies that were selected for the candidate assessment are highlighted here for you, but are free to choose whichever interview questions you want, from whichever competencies, regardless of whether they were included in your initial project setup and candidate assessment.

3. SELECT INTERVIEW QUESTIONS

ThinkWise has a broad range of behavioral interview questions included in the system. We do not advise that you include all of these questions in each interview guide. Choose the 3-4 questions that best suit both the position you're seeking to fill and your organizational culture.

- Questions are broken down by global competency, then by supporting competency.
- Expand and contract the list by clicking the + sign next to each competency.
- Select questions by ticking the box next to the question.

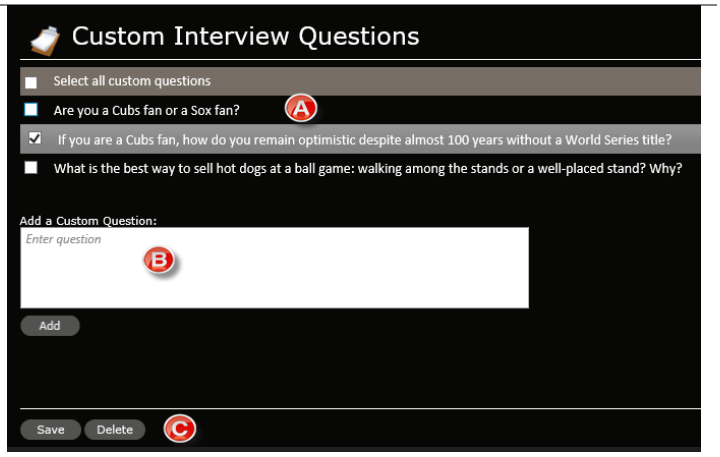
4. ADD CUSTOM QUESTIONS

In addition to the competency-based questions, project administrators may include custom questions.

A. Previously-used questions show up and can be selected again.

B. Add new questions by typing them here and clicking **[Add.]**

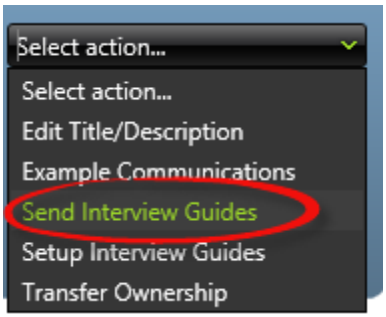
C. Once all questions have been selected, click [Save] to save the interview guide.



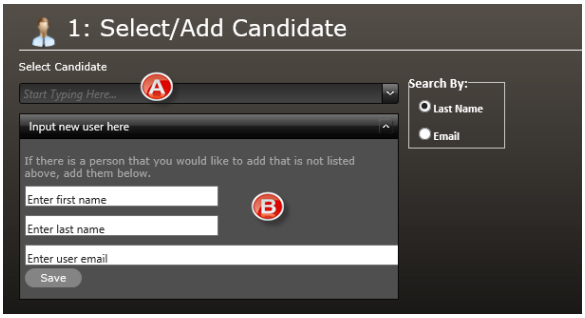
SENDING INTERVIEW GUIDES

After Interview Guides are set up, the Project Administrator can send specific interview guides to specific interviewers, with the request to interview specific candidates. This is the step that connects the guides with the interviewers and the interviewers with the candidates.

Access this function by clicking **[Send Interview Guides]** from the select action drop-down.



1. SELECT CANDIDATES



A. Candidates who are already in the system can be selected from a drop-down list. Candidates can be searched by last name or by email as well.

B. Input new candidates in the space provided.

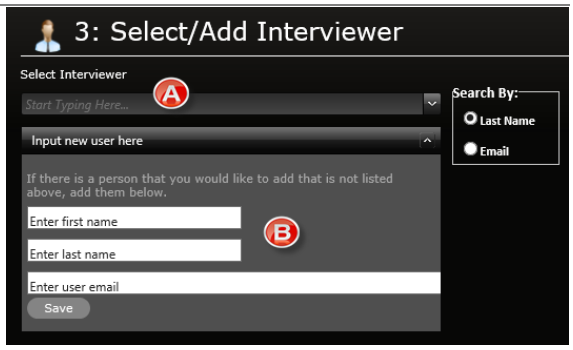
Note that only one candidate can be selected at one time. If you've got interviewers interviewing multiple candidates, repeat this process for each interview.

2. SELECT INTERVIEW GUIDE

Next, select the interview guide. If you get to this step and realize that you need to create a new interview guide, there is a link back to that screen from this drop-down.

3. SELECT/ADD INTERVIEWER

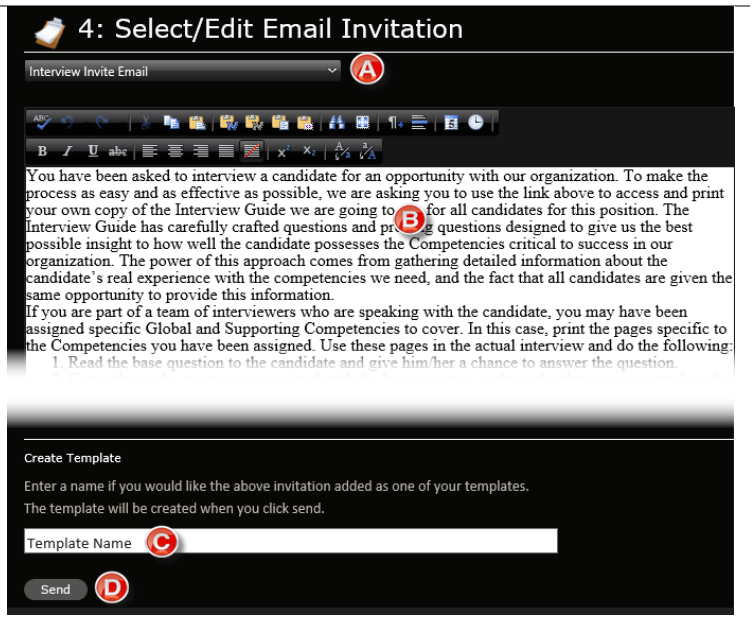
Next, add interviewers. Again, only one interviewer can be selected at a time. Repeat this process for each separate interview.



A. Interviewers who are already in the system can be selected from a drop-down list. Interviewers can be searched by last name or by email as well.

B. Input new interviewers in the space provided.

4. SELECT/EDIT EMAIL INVITATION



The last step is to send out an email to the interviewers that includes their interview guide.

A. **Available templates.** ThinkWise includes a standard email. If you have set up your own templates, choose them from the drop-down list.

B. **Editable text.** This text is fully editable. Feel free to make it your own.

C. **Adding a template.** If you want to save the text of an invitation so that you can use it again, give it a name here. It will then be available from the drop-down list at the top (A).

D. **Send the invitation.** The last step is to send the invitation. The invitation will include the interview guide as an attachment and a link back to the ThinkWise system so that the interviewer can record their ratings of the candidate.

Note that the ThinkWise system just sends the interview guide with the email. It does not set up an appointment.

Hint: The Project Administrator can set up one interview guide for all the interviewers and simply tell each interviewer which competency to cover in their interview. This saves some time compared to making separate interview guides for each interviewer.

5. TRACKING INTERVIEW RESULTS

Track interview results via the Interviewer tab on the Project Home Page. This tab includes all the information you'll need:

A. Interviewer name and email

B. Candidate name

C. Status of their feedback on the interview

D. Remind all Incomplete – sends a reminder email to all interviewers.

E. Send individual reminders to interviewers or delete them completely from the project.

COMPARING CANDIDATES

Project Administrators can track the progress of their candidate surveys and interviews via the project home page. As the results of those surveys and interviews come in, candidates are compared by using the ThinkWise Reports.

1. ACCESSING REPORTS

Click the Reports tab on the project home page to access reports. The reports tab contains project-level reports and candidate-specific reports.

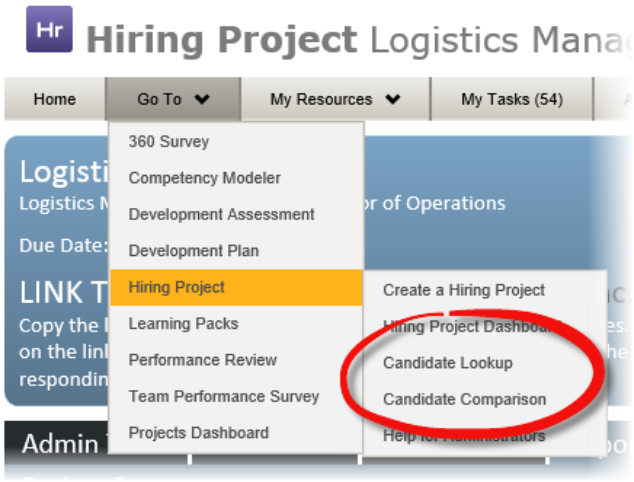
A. **Project Status Report** – this excel spreadsheet shows the status of each assigned task in the project. Any candidates who have started their survey will be included in this list, as well as any interviewers who have been assigned an interview task.

B. **Candidate Comparison Report** – This PDF combines the feedback scores from interviewers with the candidate survey results to give the project administrator a more complete picture of the candidate's competencies. All candidates are included in this report.

C. **Candidate-Specific Reports** – the survey report displays the candidates results on the candidate survey; the feedback report contains feedback from interviewers.

Run any of these reports by clicking the **[Download]** button adjacent to it. The report will download in an xls or pdf form to your computer.

2. CROSS-PROJECT COMPARISONS



ThinkWise also includes two features that allow the project administrator to look up and compare candidate across projects. They are accessed off the main menu.

- **Candidate Lookup** – lets project administrators find candidates that have been a part of other hiring projects.
- **Candidate Comparison** – lets project administrators compare candidates to each other, regardless of whether they were in the same hiring project.

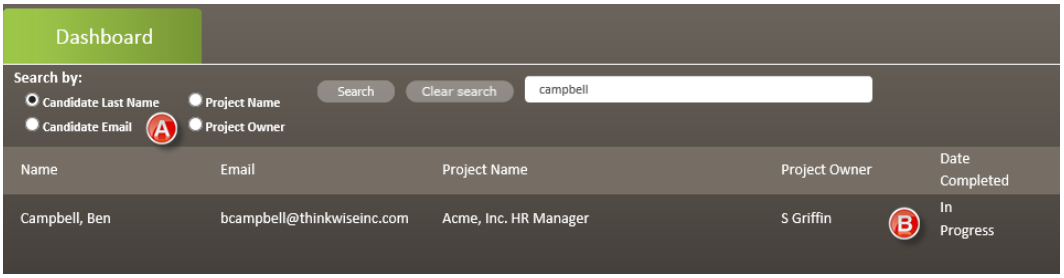
Both of these features include or exclude candidates based on the project administrator's role and group. ThinkWise includes the ability to set up "Hiring Groups." These groups allow a group of project administrators to see each other's candidates. This is useful when candidates are considered for multiple jobs. There is also an organizational administrator who is able to see all candidates, across all projects. See the table below.

	Candidates I am able to look up in ThinkWise		
	Candidates in project I set up.	Candidates from a project set up by anyone in my hiring group.	Candidate from all projects, across my whole organization.
Hiring Project Administrator	Yes	No	No
Hiring Project Administrator who is also part of a group	Yes	Yes	No
Hiring Organizational Administrator	Yes	Yes	Yes

To set up hiring groups or to designate specific users as Organizational Administrators, contact ThinkWise Support.

3. CANDIDATE LOOKUP

Candidate lookup works as you'd expect – you can look up candidates across projects. Which candidates you are able to see is set by your group and admin role, as discussed above.

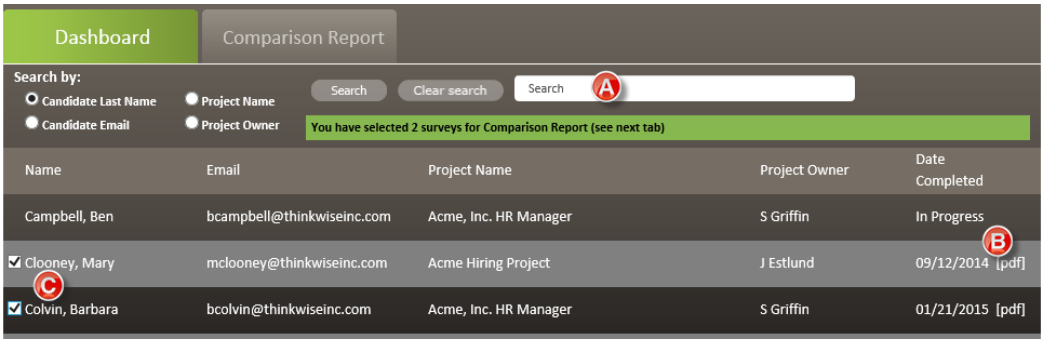


A. Search by – candidates can be looked up by last name, email, project name or project owner.

B. Status/Reports – if a candidate completed their survey, their candidate survey report can be pulled from this screen. In this example, the survey is in progress so no link is available.

4. CANDIDATE COMPARISON

This feature provides a candidate comparison across projects. To access this feature, click [Goto]-[Hiring Project]-[Candidate Comparison.]



A. **Set Search Criteria –** like Candidate Lookup, candidates can be searched by last name, email, project name or project owner.

B. **Date Completed –** if a candidate has not completed their candidate survey, this will state "In Progress" and a report link will not be available. If the survey is complete, the date completed and a link to the survey are included.

C. **Select Candidate –** Select the candidates you want to compare, then click the **[Comparison Report]** tab.

The comparison report is generated. Click the icon to download the report in your preferred format: xls or pdf.