



Healthcare

Selection and Assessment
Learning and Personal Development

Work Psychology Group

Thinking differently



the Northern Deanery
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Training Interviewers in High-Stakes Selection Using e-Learning

Background

Each year, senior medics in the UK are involved in the selection of the next generation of hospital doctors, public health consultants and general practitioners. In order to train these doctors in selection, GPs were required to attend a one-day workshop. Doctors in other specialties had only one hour of training, or no training at all. The training workshops proved expensive and time-consuming and took valuable time away from patient care, but it was clear that only training doctors for an hour or not at all was not good enough. The National Recruitment Office for GP Training approached us to develop a cost-effective and practical alternative to the workshops, followed closely by the Royal College of Surgeons and the Northern Postgraduate Medical Deanery.

Action Plan

Work Psychology Group designed and delivered a web-based e-learning module to use as part of interviewer training. The content was designed for the specific needs of doctors, taking into account their aptitude for learning quickly and the limited time they had for training.

It covered key concepts underpinning best practice in selection, and gave senior doctors the key skills required for assessing candidates in interviews and selection centres.

Features of the e-learning module:

- Interactive sections with practice exercises for shortlisting and interview scoring
- Convenient online access where users could save their progress and return to it later, maintaining flexibility/control over training time
- Expert feedback and advice for users at the completion of each section so they could compare their performance with their peers

Feedback and evaluation from users of the e-learning course indicated that it was useful and easy to use. This tool is effective for both doctors who are new to selection, and to those who are experienced selectors.



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Results & Outcomes

Positive feedback from a trial launch in the first year led to the GP National Recruitment Office (NRO) decision to require all interviewers to complete the online module in the 2010. Over 550 users completed the e-learning tool and provided extremely positive feedback with 84% of users saying that they would use this type of learning in the future, and nearly 90% saying that they were satisfied with the course. The NRO now considers the e-learning course an effective and efficient way of training a busy but important group of selectors in a high stakes selection context.

"R" The feedback we've received from those who have completed the online assessment and selection module has been excellent. They found the online tool to be relevant, informative and engaging and they felt much better equipped to select the doctors of tomorrow. This module gives us the potential to develop consistency with a nationally delivered selection process and have a real sense of calibration of performance in our assessors."

– Roger Price, GP National Recruitment Office

Based on the positive feedback from the GP experience, both the Northern Deanery and the Royal College of Surgeons commissioned WPG to provide similar e-learning courses for those doctors involved in selection, and the feedback from those courses has been similarly positive. This success has led to a further commission to provide a similar online course for the Royal College of Anaesthetists.