



Work Psychology Group
Thinking differently



GP National Recruitment Office

Training Interviewers in High-Stakes Selection Using e-Learning

Client: National Recruitment Office (NRO for GP Training).

Summary

Work Psychology Group (WPG) were commissioned by the National Recruitment Office (NRO) for GP Training, to develop a training programme for senior medics, in selection. To address this need, an e-learning module was developed that focused on teaching best practice in selection and the development of key skills relating to this, using interactive exercises and expert feedback.

Objective

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, approaches ranged from one day training workshops, to a single hour of training or no training at all. Within general practice, GPs were required to attend a one-day workshop.

The NRO for GP Training approached us to develop a cost-effective and practical alternative to their one-day workshops.

The Challenge

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.

Our Approach

WPG 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 included:

- 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.



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Results and Outcome

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.

Positive feedback from a trial launch in the first year led to the NRO for GP Training's decision to require all interviewers to complete the online module. 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.

Continuing Work

Based on the positive feedback from the GP experience, the Northern Postgraduate Medical Deanery, the Royal College of Surgeons and the Royal College of Anaesthetists commissioned WPG to provide similar e-learning courses for those doctors involved in selection, and the feedback from those courses has been similarly positive.

Testimonial

"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