



Interview Excellence Partnership (IEP) – Tools Overview and Quick Guide

FLIP26 Commitment: Fairness, Love, Integrity, Partnership

Interview Excellence Partnership (IEP) – Tools Overview

The following tools support the Interview Excellence Partnership and are designed to be used together.

Each tool has a clear purpose and defined audience to ensure consistency, scalability, and measurable outcomes.

Required Interview Standards

All interviews conducted under the Interview Excellence Partnership must comply with the requirements outlined in the IEP SOP, including required use of standard interview guides, HR involvement thresholds, and triangulated interviews for applicable roles.

Program Oversight & Tracking

- **IEP SOP:** The governing document for the Interview Excellence Partnership. Defines scope, expectations, interview tiers, certification requirements, and compliance standards.
- **IEP Interview Tracking Tool (Excel):** Central tracking tool used to monitor:
 - o Certification progress for HR, RDs, ADs, and trainers
 - o Interview volume and observation cadence
 - o Metrics required for reporting and leadership updates
 - o This tool is critical for program visibility and accountability.

Program Overview Materials

- **IEP Full Program Overview:** Comprehensive overview of the Interview Excellence Partnership. All HR team members are expected to read and understand this document.
- **IEP Executive Overview:** High-level overview of the program, distributed to RDs and the C-suite to align on purpose, expectations, and business impact.
- **IEP HR Overview:** HR-only overview providing more detail than the executive version, without the depth of the full program documentation.

Screening & Interviewing Tools

- **Standard Interview Guides (JazzHR / Intranet):** Required for all interviews; questions and structure must not be altered without HR approval.
- **Resume Review Cheat Sheets:** Role-specific resume screening guides for Team Lead (TL), Shift Lead (SL), Store Manager (SM), and General Manager (GM). These are used to identify reliability, customer interaction, and role-fit signals early in the process.
 - o Will be introduced as part of IEP
 - o Also used by Talent Acquisition as quick training “cheat codes”





- **Manager Interview Effectiveness Scorecard:** Standardized scoring tool used during all supported interviews to assess question quality, probing, listening, and alignment to role criteria. Required for certification decisions.
- **HR Interview Debrief Script:** Structured post-interview debrief guide used by HR to provide consistent, objective feedback following Tier I, Tier II, and Tier III interviews.
- **Selling WhiteWater:** Guidance for explaining the WhiteWater employee experience and leadership expectations. This document is still under review; draft versions may be used as needed to reinforce that interviewing is a two-way conversation.

Certification & Governance Tools

- **HR Certifier Playbook:** Primary guide for all HR certifiers and any RDs or ADs who are deputized to support certification. Defines certification standards, decision authority, red flags, and escalation guidance.
- **IEP Tools Quick Guide:** A concise reference that clarifies which IEP tool to use at each stage of the interviewing and certification process to ensure consistency, efficiency, and correct application.
- **HR Interviewer Certification Checklist:** Used by certifiers to confirm readiness and consistency prior to granting certification.
- **Triangulated Interview Play Card:** A one-page execution checklist used for final interviews for SM, GM, and above roles to ensure triangulated interview requirements are met. This tool confirms required participants, interview structure, post-interview alignment, documentation, and escalation steps. It is used before, during, and after the interview to ensure the process is completed correctly.
- **Triangulated Interview Decision-Alignment Script:** A guided conversation framework used by interviewers after triangulated interviews to support structured, evidence-based discussion and reach an aligned hiring decision. This script focuses on how interviewers communicate observations and resolve differences, not on enforcing process steps.
- **IEP Certified HRBP Interviewer Certificate:** Issued to HR team members upon successful completion of certification requirements.
- **IEP Certified Interviewing Leader Certificate:** Issued to non-HR leaders (RDs, ADs, GMs, SMs) who complete IEP certification.





“Which Tool When” Quick Guide

Before the Interview (Screening & Prep)

Resume Review Cheat Sheets (TL, SL, SM, GM)

When: Resume screening and shortlisting

Who Uses It: HR, Talent Acquisition, Hiring Managers (as introduced)

Purpose:

- Identify reliability, customer interaction, and role-fit signals
- Screen out low-predictive backgrounds early
- Align resume review with interview expectations

Selling WhiteWater (Candidate Value Proposition)

When: Interview prep or during interviews where candidate fit is strong

Who Uses It: HR, Hiring Managers

Purpose:

- Ensure consistent messaging about leadership expectations
- Reinforce that interviewing is a two-way conversation
(Draft versions may be used as needed)

During the Interview

Tier I – HR-Led Demonstration Interview

Tools Used:

- Manager Interview Effectiveness Scorecard
- Resume Review Cheat Sheet

When:

- New or unproven hiring managers
- Interview quality concerns
- Skill modeling required

Tier II– HR-Supported Co-Interview

Tools Used:

- Manager Interview Effectiveness Scorecard
- Resume Review Cheat Sheet

When:

- Skill reinforcement
- Managers building consistency prior to certification

Tier III – HR Observation Interview

Tools Used:

- Manager Interview Effectiveness Scorecard
- For SM, GM, and above roles, confirm that triangulated interview requirements have been met prior to final decision-making.

When:

- Certification validation
- Final readiness assessment





After the Interview

HR Interview Debrief Script

When: Immediately following every supported interview

Who Uses It: HR certifier

Purpose:

- Deliver structured, objective feedback
- Reinforce standards
- Determine next steps (coach, observe again, certify)

Certification & Decision-Making

HR Interviewer Certification Checklist

When: Prior to granting certification

Who Uses It: HR certifiers, deputized RDs/ADs

Purpose:

- Confirm consistency and readiness
- Ensure certification is earned, not assumed

HR Certifier Playbook

When: Throughout certification process

Who Uses It: HR certifiers, deputized RDs/ADs

Purpose:

- Define authority, standards, red flags, and escalation paths
- Guide certification decisions and pauses

Certification Certificates

- **IEP Certified HRBP Interviewer Certificate** – HR only
- **IEP Certified Interviewing Leader Certificate** – Non-HR leaders

When: Upon successful certification

Purpose:

- Formal recognition
- Internal and external visibility

Program Oversight & Reporting

IEP Interview Tracking Tool (Excel)

When: Ongoing

Who Uses It: HR, ADs, trainers

Purpose:

- Track certification status and interview volume
- Support reporting and metrics review
- Maintain visibility and accountability





IEP SOP

When: Reference document

Who Uses It: HR leadership, certifiers

Purpose:

- Governing standards and compliance expectations

Program Alignment & Communication

IEP Executive Overview

When: Program introduction and leadership alignment

Audience: RDs, C-suite

IEP HR Overview

When: HR onboarding and enablement

Audience: HR team

IEP Full Program Overview

When: Deep understanding of program design

Audience: HR (recommended reading)

