



Interview Excellence Partnership (IEP) – HR Interview Tracking Tool- User Guide

FLIP26 Commitment: Fairness, Love, Integrity, Partnership

Purpose of This Tracker

The IEP Interview Tracking Tool is the system of record for:

- Certification progress
- Interview volume and cadence
- Program metrics and reporting
- Accountability across HR and Operations

Who Uses This Tracker

- **HRBPs / Generalists** – primary data entry and updates
- **HR Leadership** – oversight, reporting, and governance
- **Deputized RDs / ADs** – certification tracking (as applicable)

How the Tracker Is Structured

The tracker is designed to follow the IEP lifecycle:

1. Identification of leaders
2. Interview tier progression
3. Certification decision
4. Ongoing reporting

Required Fields & How to Use Them

Employee Information

- **Leader Name** – Person being certified
- **Role** – RD, AD, GM, SM, HRBP, Trainer
- **Region / Location** – Used for reporting and cohort planning
- **Certifier Name** – HRBP, HR Leader, or deputized RD/AD

Certification Status (*Required – Single Source of Truth*)

Use only the approved status options:

- **Not Started**
No IEP interviews observed yet
- **Tier I – HR Demonstration Completed**
Leader has observed HR-led interview(s)
- **Tier II – Co-Interview In Progress**
Leader is leading interviews with HR support
- **Tier III – Observation Pending**
Leader is ready for final observation
- **Certified – Independent Interviewer**
Leader is fully certified
- **Certification Paused**
Certification temporarily halted due to gaps or inconsistency

Interview Activity Tracking

- **Interview Date** – Date of observed interview
- **Interview Tier** – Tier I, Tier II, or Tier III
- **Role Interviewed For** – TL, SL, SM, GM, etc.





- **HR Present** – Yes / No

Each observed interview should be logged as it occurs.

Feedback & Notes

- Use this field to capture:
 - Key coaching points
 - Observed strengths
 - Gaps requiring follow-up
 - Certification decision rationale

Next Required Action

Examples:

- Schedule Tier II interview
Ready for Tier III observation
- Additional Tier III required
- Certification decision pending

This field drives action and prevents stalls.

Certification Outcome

- **Certification Date** – Completed only when status is “Certified”
- **Certificate Issued** – Yes / No

Certificates should not be issued without this being completed.

Update Cadence & Expectations

HRBPs / Certifiers

- Update tracker within 24 hours of each observed interview
- Ensure Certification Status and Next Required Action are always current

HR Leadership

- Review tracker weekly during rollout
- Review monthly once steady state is reached

Reporting & Metrics Supported

This tracker supports reporting on:

- % of leaders certified
- Interview volume by HRBP
- Certification pace by role (RD, AD, GM, SM)
- Certification backlog
- Leaders operating without certification (exception tracking)

Rules & Guardrails

- If it's not in the tracker, it didn't happen
- Certification decisions must align with the SOP and Certifier Playbook
- Status changes must reflect actual interview activity
- Do not backdate or skip tiers





Common Mistakes to Avoid

- Using "In Progress" instead of approved statuses
- Updating notes but not Certification Status
- Issuing certificates before tracker is updated
- Leaving "Next Required Action" blank

When to Escalate

Escalate to HR Leadership if:

- Certification is paused
Leader resists feedback
- Interview quality presents business risk
- There is disagreement on certification readiness

This tracker protects:

- Program integrity
- HR credibility
- Leadership consistency

