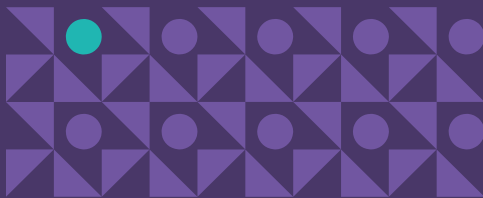


**Monster Hiring  
Management Enterprise  
(MHME) and Professional  
Development Courses  
Training Course Catalog**

**Summer 2021**



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## 1.0 About Us

Monster Government Solutions, LLC (MGS) pioneered online hiring for the U.S. Federal Government in 2003 and continues to develop, deliver, and implement innovative solutions and services across the public sector. We help agencies achieve their human capital management goals by developing and offering workforce solutions and services that range from automated applicant tracking, applicant assessment products to enhance recruitment and selection, online automated onboarding of new hires, workforce management, change management, and organizational development.

### Our Mission

*To help people in government and education find, hire, and develop workforces using innovative technology and services.*

As a recognized leader for successfully delivering automated talent acquisition technology to the government, our purpose-built product technology, the Monster Hiring Management Enterprise (MHME) Suite, has helped power the automated hiring management across the government, including 13 Cabinet-level agencies. We also offer outstanding support services to ensure customer satisfaction every step of the way.

Our talent acquisition technology and services help agencies to meet their mission by providing solutions that help to plan their workforce, recruit among diverse audiences, build communities of talent, and to help target the right hires, resulting in increased efficiencies, streamlined processes, and overall better candidates for employment as well as full audit capability and analytical data systems of record for each vacancy.

Monster Worldwide, Inc., our parent company, is a recognized global leader in connecting people and jobs. Every day, Monster strives to make every workplace happier and more productive by transforming the way employers and candidates find the right fit. For 25 years, Monster has worked to transform the recruiting industry. Today, we leverage advanced technology using intelligent digital, social, and mobile solutions, including the flagship website Monster.com<sup>®</sup>, Monster's innovative app, as well as a vast array of products and services.

## 2.0 Introduction to Monster Government Solutions (MGS) Product Training

This training course catalog is designed for federal HR professionals using MHME technology for their talent acquisition activities. MGS Product Training includes virtual-based instruction on all products comprising the Monster Hiring Management Enterprise (MHME) Suite, including Monster Hiring Management (ATS), Monster Position Classification, Monster Onboarding, Monster Collaborate, Monster Analytics, Monster Auditor, and more.

### **How does MGS Product Training work?**

MGS Product Training includes a combination of lecture, demonstration, and hands-on interactive exercises that serve a broad range of learning styles and enhance course content retention. Course duration varies depending on the specific product training and ranges from a half-day to two days of instructor-led content. MHME training typically consists of a combination of lecture, interactive exercises, case studies, as well as learning benchmarks to validate the learning process. Some courses include a capstone exercise for participants to demonstrate the knowledge gained after course completion.

### **What does MGS Product Training accomplish?**

MGS Product Training can benefit new users of the MHME Suite or even those seeking to refresh their knowledge of the product suite capabilities. Course content is designed to ensure participants become proficient in the use of the MHME Suite and are able to transfer relevant knowledge to their job activities, while also creating efficiencies in the way work is accomplished. MHME is fully compliant with federal civil service laws and regulations.

### **Why is MGS Product Training unique?**

MGS Training Specialists are highly qualified instructors who adeptly deliver MHME Suite product training due to their comprehensive understanding of the system's capabilities as well as professional experience delivering classroom training. Our trainers have successfully facilitated the MHME Suite training courses for hundreds of federal HR professionals and hiring managers, consistently achieving strong satisfaction ratings from attendees.

### **Location**

All courses are currently being offered on a virtual basis only.



## **Class Size**

The recommended minimum class size is three (3) students and the maximum class size is sixteen (16) students. This is to ensure the most effective teacher/student ratio for success. Some exceptions may apply.

## **Prerequisites**

MGS training is intended for HR professionals seeking to develop skills in the fundamentals of the MHME Suite. It is specifically designed to provide a step-by-step process for automating various aspects of the hiring, classification, and onboarding processes. Participants should have federal staffing and recruitment knowledge and/or experience, be proficient using a Windows-based computer system, possess the ability to successfully navigate between multiple Windows screens/applications, and can copy as well as cut-and-paste fields from one program/document to another.

## **Successful Training Course Completion**

The goal of each training course is to provide participants with the knowledge and skills necessary to successfully use the MHME Suite to perform relevant recruitment and staffing as well as position classification and onboarding duties in full compliance with federal Civil Service Laws and regulations. To receive a course completion certificate, each participant must successfully meet the following criteria:

- **Attendance**

Participants must be on time and present for each day of class. Participants missing more than one-quarter (25%) of total classroom time for an unexcused absence will not be awarded a completion certificate.

- **Participation**

Knowledge checks and class participation allow MGS instructors to assess classroom engagement and comprehension of the information being taught. If an MGS training instructor determines that a participant does not complete knowledge checks, or is not engaged with learning the course material, the participant will not be awarded a completion certificate.

## **Post-Class Assessment (Basic MHME Course only)**

At the completion of the Basic MHME course, students are given a Capstone Exercise to complete. The results of this Capstone Exercise allow MGS training instructors to assess the level of learning transferred by the instructor to each student.

## **Participant Guides**

MGS' standard training offering includes providing users with Participant Guides specific to each course. In addition, MGS updates course materials with every product release. MHME Help Files are also provided and are available within the system. They are also updated with each product release. Like the Participant Guides, these help files serve as a point of reference within the system, particularly while a user is navigating the system and may require immediate help.

## **System Training Educational Units (EUs)**

Training course attendance is priced based on Educational Units (EU). One EU is equal to one day of training for one student. EUs can be procured in any number but must be funded or allocated prior to course attendance. EUs can be funded via Task Order, SF-182, or government purchase card. Please note that System Training EUs are not transferable/interchangeable with Professional Development EUs. Please contact your account manager for details.

## **Cancellation Policy**

If an agency requests cancellation of a course within 24 hours of its start time, the agency will be assessed the EUs associated with six (6) participants attending the training. For Open Enrollment courses, agencies will be assessed the EUs associated with the number of cancelled registrations if notice is provided within 24 hours of the course start time.

## **Course Scheduling**

For the current course schedule for system product training, please visit our website at:

<https://www.monstergovernmentsolutions.com/training>



**MONSTER HIRING  
MANAGEMENT ENTERPRISE  
(MHME) SUITE**

**TRAINING COURSES**

## 3.0 Basic Monster Hiring Management (MHM)

### Target Audience

This course is intended for HR professionals seeking to learn the fundamentals of the Monster Hiring Management (MHM) applicant tracking system.

### Prerequisites

Participants should be proficient in the use of a Windows-based computer system, possess the ability to successfully navigate between multiple Windows screens/applications, and can copy as well as cut-and-paste fields from one program/document to another.

### Course Length

Two (2) days

### Course Description

MHM is a web-based staffing system designed to reduce time and resources needed to identify and select from among the best qualified candidates for any position. MHM automates the hiring process using content specific to an organization. A capstone exercise is administered to validate the learning process. This course provides a step-by-step process for automating the hiring process including building vacancies, managing applicants, generating certificates, running programmed reports and/or managing the Monster Hiring Management system.

### Key Course Topics

#### Introduction

- Enterprise overview and login
  - Terms and Conditions
  - Password restrictions
- Login to the Monster Hiring Management program in the training environment
- User interface

#### Vacancy Builder

- Create a new vacancy and add announcement text
- Create a questionnaire associated with a vacancy
  - Assign questions
  - Filter questions

- Question weighting, add weights and screen-outs to questions
- Administrative settings for a vacancy
- Change vacancy status
- Post the vacancy internally and to external job boards

### **Question Library**

- Demonstration of question types, categories, and subcategories
- Demonstration of grade associated questions

### **Applicant Manager**

- Applicants' progress through the hiring cycle
- How to change an applicant's status
- View/run applicant reports
- Conduct applicant searches
  - Filters
  - Data mining
- Edit information for an applicant
- Certificate options
- Generate and assign a job certificate
- Functions of the Selecting Official module

### **Applicant Search**

- Search for applicants
  - Methods
  - Results
- Applicant history and details
- Documents requested and vacancies applied

### **Reports**

- Standard reports
  - Selecting official workload history
  - Employment packet
  - Weights and screen outs
  - Vacancy statistics

## 4.0 Advanced Monster Hiring Management Enterprise

### Target Audience

This course is intended for Human Resources Specialists, primarily agency Subject Matter Experts (SMEs) who require a deeper understanding of MHME beyond a basic user level.

### Prerequisites

Participants must possess basic MHME skills learned from successful completion of the Basic MHME training course. These skills will include, but are not limited to the following:

- Building a Vacancy
- Staging Areas
- Generating Certificates
- Phases
- Vacancy Questions
- Qualifying Applicants

### Course Length

1.5 days

### Course Description

MHME is a web-based hiring management system designed to reduce the time and resources needed to identify and select from among the best qualified candidates for any position. The purpose of this Advanced MHME course is to train users to read, create, and modify administrative reference data, maintain system users, and manage questions in the Question Library.

### Key Course Topics

#### User Management

- Users
- Permissions
- Roles
- Groups
- Managing department and sub-departments (organization structure)

## Hiring Management's Question Library

- Grade associated questions
- Manually entering various types of questions
- Tagging Questions
- Importing questions with the import template spreadsheet

## Administration Focus

- System-Wide Reference Data Administration
- Organization-specific Reference Data Administration
- Topics Include:
  - Advanced Data Mining
  - Advanced Filtering
  - Applicant Public Status
  - Applicant Status Codes
  - Category Rating
  - CPDF Codes
  - Grades
  - Locations
  - Pay Plans
  - Pay Schedules
  - System Reference Data
  - Occupational Series
  - Targeted Outreach Notifications
  - Templates

## 5.0 Basic Monster Hiring Management Enterprise (Refresher)

### Target Audience

This course is intended for federal HR professionals who have successfully completed a Basic MHME course but who may need an update on the principles of Monster Hiring Management.

### Prerequisites

Participants should have previously completed the two-day Basic Monster Hiring Management course, be proficient in the use of a Windows-based computer system, possess the ability to successfully navigate between multiple Windows screens/applications, and can copy as well as cut-and-paste fields from one program/document to another.

NOTE: This course is offered on an “as-needed” basis and cannot be scheduled through open enrollment. Please contact your account manager for details and scheduling.

### Course Length

One (1) Day

### Course Description

Monster Hiring Management is a web-based hiring management system designed to reduce time and resources needed to identify and select from among the best qualified candidates for any position. MHME automates the hiring process using content specific to an organization.

This refresher training course is not a substitute for the two-day Basic Monster Hiring Management course; and the previous successful completion of the two-day Basic Monster Hiring Management course is a prerequisite for attending this refresher training. This course does not include creating a vacancy from scratch, but reviews the process for building vacancies, managing applicants, generating certificates, running programmed reports and/or managing the Monster Hiring Management system.

### Key Course Topics

#### Introduction

- Enterprise overview and login
  - Terms and conditions
  - Password restrictions



- Use and features of Launch Pad
- Login to the Monster Hiring Management program in the training environment
- User interface

### **Vacancy Builder**

- Review the features and functions of each of the seven steps in creating a vacancy
- Create a questionnaire associated with a vacancy
  - Assign questions
  - Filter questions
  - Question weighting, add weights and screen-outs to questions
  - Administrative settings for a vacancy
  - Change vacancy status
- Post the vacancy internally and to external job boards
- Copy and delete announcements
- Proper procedure to cancel and readvertise an announcement.
- Manage vacancy case files

### **Applicant Manager**

- Staging area generation
- Applicants' progress through the hiring cycle
- How to change an applicant's status
- View/run applicant reports
- Conduct applicant searches
  - Automated referral filters
  - Filters
  - Data mining
- Edit information for an applicant
- Generate a job certificate
  - Certificate options
  - Amend certificates
  - Annotate certificates

## Applicant Search

- Search for applicants
  - Methods
  - Results
- Applicant history and details
- Documents requested and vacancies applied

## Reports

- Standard reports
  - Selecting official workload history
  - Employment packet
  - Weights and screen-outs
  - Vacancy statistics

## 6.0 Monster Analytics

### Target Audience

This course is intended for staff who generate reports and are required to analyze, export, and manipulate talent acquisition data.

### Prerequisites

Participants should be proficient in the use of a Windows-based computer system, possess the ability to successfully navigate between multiple Windows screens/applications, and can copy as well as cut-and-paste fields from one program/document to another. Participants should also be proficient using the Monster Hiring Management system.

### Course Length

One (1) Day

### Course Description

Monster Analytics provides the ability to analyze, export, and manipulate MHME Suite data. The core product provides access to pre-defined reports (including OPM & EEOC reports), and ad-hoc reporting capability. Clients may purchase other reports from MonsterGov; to acquire specific data from within the MHME Suite.

### Key Course Topics

#### Introduction

- Features and Benefits
- System Overview and Login

#### Standard Reports

- Applicant Diversity Report
- Deleted Vacancy Tracking Report
- Onboarding Report
- Announcement Changes Tracking Report
- Statistics Summary Report
- Hiring Manager Activity Report
- DEU Quarterly Report

- Workload Management Reports
- MD-715 Reports

#### **Ad Hoc Reports**

- Queries
  - Create, edit, and delete queries
  - Shared queries
- Running reports

#### **Other Reports**

- Table Reports
- Permissions

## 7.0 Monster Collaborate – HR Users

### Target Audience

This course is intended for HR professionals who have the need for, or perform tasks associated with, creating, and managing panels for the purpose of allowing agencies to assign multiple SMEs to assess applicants for positions.

### Prerequisites

Participants should have successfully completed the Basic Monster Hiring Management course, be proficient in the use of a Windows-based computer system, possess the ability to successfully navigate between multiple Windows screens/applications, and can copy as well as cut-and-paste fields from one program or document to another.

### Course Length

Half (1/2) Day

### Course Description

Collaborate is a module of the MHME Suite that allows agencies to leverage multiple SMEs via a panel review process in assessing candidates. Collection and calculation of the scores is handled by the system rather than manually in spreadsheets. HR users can determine panel members for review and rating of applicants. HR has the ability to review and accept final ratings and overwrite if necessary; panels can be set up per discipline or program area, and scores can be saved per applicant and per SME.

Three modules of MHME are used to facilitate panels.

1. Hiring Management Module:

- Panel user groups are set up and administered in the Hiring Management Module.
- If a panel member is not an employee of the agency managing the Collaborate Panel, a temporary User ID and password may be set up via the User Management Module.
- Panel member actions and transmission of panel results to HR are handled via the Collaborate Module with instructions from the HR Specialist moderating the panel.

2. User Management Module:

Panel user groups incorporate users from a general area of proficiency or functionality (Human Resources, Classifiers, SMEs with a particular expertise, etc.) who share common goals, tasks, and responsibilities. User groups may include users in multiple organizations or departments who need access/assignment independent of organizational structure. Once a panel user group is established, the group members can review applicants prior to hire. Panel user groups are setup and administered by HR in the User Management module.

3. Collaborate Module:

The Collaborate Module allows panel members to review applicants, score, and comment on those applicants, and transmit individual scores to HR.

- Panel scores are transmitted electronically for each panel member.
- Real-time status of panel scoring is available to HR.
- Email notifications are sent to and from HR and panel members.

## Key Course Topics

### Introduction

- Login to the Monster Hiring Management system to access the system elements required to facilitate panels so panel members can review, score, and comment on applicants
- Collaborate dashboard functionality overview
- Navigation in the system to create, setup, and administer panels

### Panels

- Create a panel in Monster Hiring Management (ATS)
- Add users to a panel
- Review 'My Assigned Panels' in Monster Collaborate to see assigned actions
- Review applicant details and panel member results
- Apply consensus scoring if panel members agree.
- Confirm panel actions and accept panel scores in Monster Hiring Management (ATS)
- Add panel scores to phase scores in Monster Hiring Management (ATS)
- Mark panel complete

## 8.0 Monster Collaborate – Panel Members

### Target Audience

This course is intended for Hiring Managers and Subject Matter Experts (SMEs) who have the need for, or tasks associated with, reviewing, and assessing applicants.

### Prerequisites

Participants should be proficient in the use of a Windows-based computer system, possess the ability to successfully navigate between multiple Windows screens/applications, and can copy as well as cut-and-paste fields from one program/document to another.

### Course Length

Half (1/2) Day

### Course Description

Collaborate is a module of the MHME Suite that allows agencies to leverage multiple SMEs via a panel review process in assessing candidates. Collection and calculation of the scores is handled by the system rather than manually in spreadsheets. This module allows panel members to review applicants, score, and comment on those applicants, and transmit individual scores to HR.

- Panel scores are transmitted electronically for each panel member.
- Real-time status of panel scoring is available to HR.
- Email notifications are sent to/from HR and panel members.

### Key Course Topics

#### Introduction

- Login to the Collaborate system to review, score, and comment on applicants
- Review the Collaborate Panel Process and Instructions for Raters

#### Collaborate

- Review My Assigned Panels' and go over process.
- Review documentation regarding a panel (instructions, rating/scoring guidelines, etc.)
- Review and score applicants
- Add comments
- Submit scores and comments to HR

## 9.0 Monster Position Classification – Classifier

### Target Audience

This course is intended for Federal Classifiers, HR Specialists, Supervisors, and Hiring Managers who are involved in classification of positions within the Federal Government.

### Prerequisites

Participants should be involved in the federal classification process either as a Classifier, HR Specialist, Supervisor, or Hiring Manager.

### Course Length

One (1) Day

### Course Description

The Monster Position Classification-Classifier course provides background information, general concepts, and guidance to enable classifiers, supervisors, managers, and HR specialists to work together to efficiently build quality position descriptions. Using the Monster Position Classification system will better enable them to select, interpret and apply accurate and consistent OPM classification standards in the creation of Position Descriptions (PDs), Cover Sheets, Functional Statements, and Evaluation Statements. This course is designed to provide a step-by-step process for automating, storing, editing, and approving a PD through the classification process. PDs may be built by copying and editing existing PDs from the archive or library. PDs may be created using pathways for building in the Monster system. The system enables hiring managers to submit a work request for new documents, reviews, consultation, and desk audits, and tracks all classification activities from start of a request to completion. It is a tool requiring a human interface to aid in the classification process.

NOTE: The information contained in this course is designed for use in the Monster Position Classification system only and is not intended to be the official federal guidance for evaluating positions covered by the General Schedule or Federal Wage System.

### Key Course Topics

- Login
- Position Classification Login
- Home Page and Navigation



- System Overview
- Navigation
- Legend
- Help File
- Logout
- Work Requests
  - New Document Requests (PD, CS, ES, or FS)
  - Document Review Request
  - Consultation Request
  - Desk Audit Request
- Builders
  - PD Builder
  - Add a Custom PD
  - Cover Sheet Builder
  - Career Ladder Builder
  - Evaluation Statements
- Libraries
  - PD Library
- Reference
  - General Reference
  - Functional Guides
  - Standards

## 10.0 Monster Position Classification – System Administration and Reference Data

### Target Audience

This course is intended for Position Classification System Administrators only. It is not designed for classifiers, supervisors, HR specialists, or HR administrators who are normally involved in classifying positions.

### Prerequisites

Participants should be knowledgeable in the federal classification process.

### Course Length

Half (½) Day

### Course Description

The Position Classification System Administrator course provides background information, general concepts, and guidance to enable system administrators to manage content in their agency's or department's Position Classification system. The System Administrator role is established via permissions and does not permit the system administrator to create, classify or approve PDs. The System Administrator is responsible for adding all new reference data received from classifiers in a timely manner, managing point levels within PDs, and verifying their accuracy. The system administrator manages the following Position Classification elements.

- Reference Data
- Usage Reports
- Reference Library
- System

### Key Course Topics

- Login
- Home Page and Navigation
- Reference Data
- Usage Reports
- System Configuration
- Reference Library

## 11.0 Monster Onboarding (Entry-on-Duty)

### Target Audience

This course is intended for HR professionals who have the need to understand and manage tasks associated with the fundamentals of the onboarding system as a component of the hiring process.

### Prerequisites

Participants should have successfully completed a Basic Monster Hiring Management course, be proficient in the use of a Windows-based computer system, possess the ability to successfully navigate between multiple Windows screens/applications, and can copy as well as cut-and-paste fields from one program/document to another.

### Course Length

One (1) Day

### Course Description

Monster Onboarding is a component of the MHME Suite, which is a web-based hiring management system designed to reduce time and resources needed to allow new hires an automated method to accept job offers from a Federal agency, complete appointment documents, supply information and responses to required forms prior to entrance on duty as a new hire into a Federal position.

Monster Onboarding collects information required to enter a new selectee's data, information, and preferences in terms of benefits into the system to begin a new appointment. The system auto-populates fields using data entered in Hiring Management which are then used across EOD forms, thus eliminating redundant entries. The system is permissions and role-based to ensure accountability. It is scalable and modifiable to fit the specific requirements of each agency through collaboration between MGS and the customer to define user roles and customize workflow during system implementation.

Aside from empowering new hire data collection and allowing HR to manage forms, Monster Onboarding tracks and enables direct communication between Human Resources, the hiring manager, and the applicant. Using Monster Onboarding, the HR onboarding team can send and receive tentative and final job offers, send notifications of forms to be completed, and update the system when forms are completed. Individuals see a checklist to track tasks and outstanding

items. The system dashboard provides visibility into the hiring process to identify overall EOD progress and potential bottlenecks. The provisioning component assigns and tracks new hire training and equipment needs.

## Key Course Topics

### Features, Benefits, Processes and Workflows

- Features and benefits
- Processes and workflows
  - Role-based User permissions
  - System Interaction
  - Enterprise Suite connection
  - Sub-processes
  - Tentative and Firm offer letter
  - Forms
  - Clearance check
  - Start date
  - Provisioning

### Practical Application

- Agency onboarding views
- Select an applicant to hire
  - Initiate EOD process
  - Receive new hire summary data
  - Prepare onboarding checklist and tasks
  - Administer forms, resources, and templates
  - Track no-shows, terminations or rescheduling of new hires as needed.
- Onboard an Applicant
  - Internal View
  - Seeker View
- Forms review
- Completed task work list

## 12.0 Monster Event Scheduler

### Target Audience

This course is intended for HR professionals who have the need for, or tasks associated with creating and managing events for the purpose of scheduling testing, interviews, and other necessary meetings in connection with an employment application.

### Prerequisites

Participants should have successfully completed a Basic Monster Hiring Management course, be proficient in the use of a Windows-based computer system, possess the ability to successfully navigate between multiple Windows screens/applications, and can copy as well as cut-and-paste fields from one program/document to another.

### Course Length

Half (1/2) Day

### Course Description

Monster Event Scheduler is a component of the MHME Suite, which is a web-based hiring management system designed to reduce time and resources needed to identify and select from among the highest qualified applicants for any position. An event is a scheduled assembly or meeting of applicants for the purpose of completing tasks such as interviews, fingerprinting, pre-hire paperwork, situational testing, etc. Monster Event Scheduler is a tool that allows HR users to create, edit, and manage these events, their sessions, and attendee pools.

### Key Course Topics

#### Introduction

- Login to the Hiring Management system to access Event Scheduler
- Dashboard functionality overview
- Navigation in Event Scheduler
- Basic and advanced searches

#### Using Event Scheduler

- Creating events
  - From blank
  - Copying an event

- Adding sessions to an event
- Editing an event
- Managing events
- Rosters and roster actions
  - Importing rosters
  - Exporting rosters
- Scheduling applicants for an event
  - HR scheduled
  - Self-scheduled by applicant
- Attendee pools
  - Adding an attendee pool
  - Adding attendees to a pool

#### **Event Scheduler Administration**

- Bulk actions
- Creating session types
- Email templates
  - Email template actions
  - Managing email templates

## 13.0 Selecting Official

### Target Audience

This course is intended for Hiring Managers, Selecting Officials, and other administrative staff involved in the selection process.

### Prerequisites

Participants should have a basic knowledge of Monster Hiring Management.

### Course Length

Half (½) Day

### Course Description

This course is intended for Hiring Managers, Selecting Officials, and other administrative staff who are involved in the selection process prior to announcing a vacancy and following referral of a certificate of eligible candidates and seeking an understanding of the fundamentals of the Selecting Official Module.

### Key Course Topics

#### Introduction

- System overview and login
- Launch pad
- Dashboard and dashboard navigation

#### Question Selection

- Selecting organization, category, and questions in relation to duties and tasks of the position.
- Searching and filtering for questions
- Saving a list
- Requesting additional questions
- Emailing questions

#### Vacancy Review

- Assigned reviews and vacancy search
- Vacancy preview with vacancy questions
- Vacancy detail overview and seeker view

### **Certificate Review**

- Certificate review and Certificate details and HR Instructions for Selections
- Review Available applicants and rules for consideration from HR
- Review applicants and applicant responses, documentation, and resume
- Response match criteria
- Print applicant information and detail
- Annotate, Save, and submit certificate
- Send annotated certificate to HR





**PROFESSIONAL DEVELOPMENT  
TRAINING COURSES**

## 14.0 Introduction to Professional Development Courses

### Purpose

Our Professional Development training courses are designed for Federal HR Specialists and Hiring Managers seeking to learn effective job analysis, assessment development, and category rating techniques to ensure a standardized and legally defensible selection process. Through the provision of these training courses, Agency Hiring Managers and HR Professionals will learn strategies and recommendations on how to effectively conduct a job analysis, leverage the results to develop assessments, and create quality categories for the selection of job applicants.

### Location

All courses are currently being offered on a virtual basis only.

### Prerequisites

Participants should have federal staffing and recruitment knowledge and/or experience, be proficient using a Windows-based computer system, possess the ability to successfully navigate between multiple Windows screens/applications, and can copy as well as cut-and-paste fields from one program/document to another.

### Class Exercises

Training includes several exercises throughout the course to reinforce knowledge, including multiple choice quizzes and hands-on assessment item development. The results of training exercises allow MGS instructors to assess the level of learning transferred by the instructor to each student.

### Successful Training Course Completion

The goal of each MGS training course is to provide participants with the knowledge and skills to successfully use the MHME system to perform relevant recruitment and staffing duties in accordance with federal regulations. To receive a course completion certificate, each participant must successfully meet the following criteria:

- **Attendance**

Participants must be on time and present for each day of class. Participants missing more than one-quarter (25%) of total classroom time for an unexcused absence will not be awarded a completion certificate.

- **Participation**

Knowledge checks and class participation allow MGS instructors to assess classroom engagement and comprehension of the information being conveyed. If an MGS training instructor determines that a participant does not complete knowledge checks, or is not engaged with learning the course material, the participant will not be awarded a completion certificate.

## **Professional Development Educational Units**

Professional Development Training Course is priced based on Educational Units (EUs). One EU is equal to one day of training for one student. EUs can be procured in any number but must be funded or allocated prior to course attendance. EUs can be funded via Task Order, SF-182, or government purchase card. Please note that System Training EUs are not transferable/interchangeable with Professional Development EUs. Please contact your account manager for details.

## **Cancellation Policy**

If an agency requests cancellation of a course within 24 hours of its start time, the agency will be assessed the EUs associated with six (6) participants attending the training. For Open Enrollment courses, agencies will be assessed the EUs associated with the number of cancelled registrations if notice is provided within 24 hours of the course start time.

## **Customized Training**

MGS offers a variety of customized training (e.g., webinars, train-the-trainer, videos). Please contact your Account Manager for details.

## **Helpful Links**

<https://www.monstergovernmentsolutions.com/professional-development-courses>

<https://www.monstergovernmentsolutions.com/what-we-do/federal/hire/services/professional-development>

## 14.1 Selecting Employees with Monster Hiring Management

### Target Audience

This course is intended for HR Professionals and hiring managers seeking to develop skills in the fundamentals of, and legal requirements related to job analysis, online question development/validation, and best practices for differentiating and ranking applicants.

### Prerequisites

Although participants are not required to have taken any other Monster training prior to attending Selecting Employees, completion of the Basic MHME training is encouraged.

### Course Length

1.5 days

### Course Description

This training course was designed specifically for government HR users and hiring managers and is facilitated by MGS' team of Industrial/Organizational (I/O) Psychologists who have an average of 12 years of relevant teaching experience.

This course will help participants learn how to conduct a job analysis and leverage the results to develop and validate assessment questions for ranking applicants. In addition to clarifying the legal requirements related to job analysis, assessment, and selection, the course covers effective competency and question weighting techniques. Skills gained will assist HR Professionals in maximizing their assessment efforts within Monster Hiring Management (MHM).

The Selecting Employees with Monster Hiring Management course offers a range of techniques, tools, and strategies that HR Professionals or Hiring Managers can apply to define the KSA/competency requirements of a job series and develop/validate related assessment items. Course participants will be taught legally defensible job analysis techniques, methods of building and validating assessment tools for screening applicants with Monster Hiring Management, and considerations when scoring and weighting assessment items.

This is an instructor-led course intended for Human Resource Professionals or Hiring Managers seeking to improve their knowledge of job analysis and assessment development/validation, as well as streamline employee selection functions within Monster Hiring Management. All

participants in the course will receive course materials electronically in PDF format, including a Participant Guide and a copy of the presentation slides. The operational contacts from each party will determine specific training dates and class sizes.

## **Key Course Topics**

### **Course Introduction**

- Course objectives
- Introductions and agenda

### **Lesson 1: Introduction to Job Analysis**

- Job analysis overview
- Developing a job analysis plan for a given situation and purpose
- Considerations for job analysis
- Guidelines for performing job analysis

### **Lesson 2: Conducting a Job Analysis**

- The steps and components of the MGS-recommended approach to job analysis
- Identifying work requirements and worker characteristics
  - Sources of information
  - Work requirements hierarchy and examples
  - Techniques for writing and editing tasks
  - Worker characteristics definitions, examples, and best practices
- Linking work requirements to worker characteristics
- Job analysis best practices
- Collecting SME input/ratings
- Job analysis survey ratings

### **Lesson 3: Identifying Selection KSAs/Competencies**

- Analyzing job analysis results
- Steps for identifying Selection KSAs/Competencies
- Selection KSAs/Competencies for vacancy questionnaires

### **Lesson 4: Question Development/Selection**

- The role of the Behavioral Consistency Method in question development
- Training and Experience (T&E) question overview
- How T&E ranking questions fit into the overall selection process

- Reasons for involving SMEs in the question development/selection process
- Various question types available in Monster Hiring Management and advantages/disadvantages of each
- Tips for developing high quality questionnaires
- T&E best practices
- Reviewing existing questions for quality
- A systematic process for developing T&E questions

### **Lesson 5: Validating New Questions**

- Defining content validity and why it is needed
- The process SMEs use to determine content validity
- The importance of involving qualified SMEs
- Components of a content validation survey
- Sample content validation survey results
- Analyzing content validation survey results and modifying questions

### **Lesson 6: Ranking Applicants**

- Overview of ranking applicants
- Best practices for assigning point values
- Options for assigning point values
  - Equal weight method vs. differential weight method
  - Top-down approach vs. bottom-up approach
- Determining point values using the MGS weight calculator

### **Lesson 7: Maximizing Your Applicant Assessment Efforts**

- Effectively differentiating applicants
- Advanced strategies (e.g., selective factors, NA question types, branch questions)
- Category rating considerations

### **Lesson 8: Beyond Vacancy Questionnaires**

- Question library best practices
- Additional assessments for selecting employees and assessment considerations

### **Course Quizzes and Wrap-up**

- Students independently complete a Day 1 quiz and a Day 2 quiz at the end of each day to verify comprehension of topics
- Wrap-up and course evaluation survey (end of day 2 only)

## 14.2 Category Rating: Methods and Applications

### Target Audience

This course is intended for HR professionals who are seeking to develop or improve their knowledge and application of Category Rating in Monster Hiring Management.

### Prerequisites

Successful completion of a Monster Hiring Management course is recommended; needed skills will include the ability to build a vacancy, data mining, and filtering applicants in applicant manager. Also, successful completion of the OPM category rating training is recommended.

### Course Length

One (1) Day

### Course Description

The Category Rating course offers multiple approaches and tools to help HR professionals apply the category rating selection method within the Monster Hiring Management Applicant Tracking System. This one-day course provides an overview of category rating, descriptions, and concrete examples of three different methods that can be used to define quality categories and rank applicants, and a demonstration of how to implement the three methods within Monster Hiring Management. Lesson quizzes will be administered to validate the learning process.

The MGS Category Rating training course includes three methods of setting quality categories: 1) the Key Item Method, 2) the Resume Rating Method, and 3) the Angoff-Based Method. Category Rating is a one-day, instructor-led course. Training participants will receive course materials electronically in PDF format, including a Participant Guide and a copy of the presentation slides. The operational contacts from each party will determine specific training dates and class sizes.

### Key Course Topics

#### Course Introduction

#### Lesson 1: Overview of Category Rating

- The Rule-of-Three Compared to Category Rating
- Category Rating Topics
- Benefits of Category Rating

- Considerations When Selecting a Category Rating Approach
- Qualified Subject-Matter-Experts
- Knowledge Check

### **Lesson 2: Key Item Method**

- Key Item Process
- Advantages and Disadvantages
- Tips for the Key Item Method
- Applying the Key Item Method in Monster Hiring Management
- Knowledge Check

### **Lesson 3 – Resume Rating Method**

- Resume Rating Process
- Advantages and Disadvantages
- Tips for the Resume Rating Method
- Applying the Resume Rating Method in Monster Hiring Management
- Knowledge Check

### **Lesson 4 – Angoff-Based Method**

- Angoff-Based Process
- Advantages and Disadvantages
- Tips for the Angoff-Based Method
- Applying the Angoff-Based Method in Monster Hiring Management
- Knowledge Check

### **Lesson 5 – Additional Considerations in Category Rating**

- Summary of Methods
- Best Practices for Category Rating



## 14.3 Principles of Structured Interviewing

### Target Audience

This course is intended for HR Professionals who are seeking to develop or improve their knowledge and skill in developing behaviorally-based structured interviews. Hiring Managers working with HR Professionals on a particular hiring process would benefit from attending as well.

### Prerequisites

Participants are not required to have taken any other Monster training offering prior to attending this course.

### Course Length

One (1) Day

### Course Description

The Principles of Structured Interviewing course provides attendees the skills needed to effectively develop and administer valid, legally defensible structured interviews. This one-day course provides an in-depth review of behaviorally-based structured interview best practices related to question and scoring protocol design, development, and validation as well as administration considerations and recommendations. Lesson quizzes and applied exercises will be administered to facilitate the learning process.

### Key Course Topics

#### Course Introduction

- Welcome, introductions, and agenda
- Course objectives

#### Lesson 1: Structured vs. Conventional Interview

- Overview of interview types
- How structured interviews compare to conventional interviews in predicting job performance
- How structured interviews fit into selection systems

## **Lesson 2: Developing Behaviorally-Based Interview Questions**

- Overview of the three types of interview questions (behavioral, theoretical, leading)
- The role of the Behavioral Consistency Method in question development
- The need for and role of SMEs in development
- The MGS recommended approach for developing interview questions
  - Job analysis overview
  - Identifying selection KSAs/Competencies
  - Guidelines for question content and structure

## **Lesson 3: Developing Interview Scoring Protocol**

- The MGS recommended approach for developing interview scoring protocol
- Number of questions and related scoring benchmarks to reliably assess a competency/KSA

## **Lesson 4: Validating Structured Interviews**

- The MGS recommended approach for validating interview questions and scoring protocol

## **Lesson 5: Guidelines for Effective Interviewing**

- Best practices for preparing for and administering structured interviews
- Recommendations for interviewer training

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For more information on any of the courses contained in this catalog, please contact your account manager for details. Happy Learning!