

**Team Otter**

Garima Garg  
John Garrison  
Patty Hogan  
Yuliang Ma

**Interview Protocols**

**Introduction:**

Good Morning (or afternoon), and thank you for taking time out of your schedule to speak with us today. We are a group from the School of Information at the University of Michigan working with OtterBase in order to examine information processes, flows and communication in your business. We would like to examine the communication process among account managers, branch managers and recruiters, specifically. We'd also like to know about your experiences working with other branches in Otterbase and experience working with the Akken recruiting database. We are excited to be working on this project with Otterbase, and we hope that by giving your business some ideas for increasing efficiency and efficacy, and by our experience in working with a real life client, that we both benefit from this project.

**Recruiters**

**Work Processes:**

1. Can you describe your role at Otterbase?
2. Can you walk us through the last requirement (job) you filled?
3. What information did you receive from your manager?
  - a. Did you have any difficulties with this process?
4. How did you decide where to look for candidates?
  - a. Did you have any difficulties with this process?
5. How did you match candidates to the requirement?
  - a. Did you have any difficulties with this process?
6. What do you do you do if you can't find a good match?

7. How do you report the candidates to your manager?
8. How long did your last search take? Is this typical?
9. What, in your opinion, would improve the efficiency of the recruiting process?
10. How were you trained for the position?

#### Communication:

1. Do you collaborate with other recruiters to find matches for requirements?
2. How do you communicate with the other recruiting specialists in your office and in what ways?
3. Can you think of a recent meeting with your colleagues? When and where did it occur?
4. How do you communicate with the candidates?
5. Where do you put the candidate's information?
6. Do you script the questions yourself for candidate interviews or are there any guidelines provided by the company?

#### Physical Environment/Artifacts

1. What aspect of your workspace do you consider most influential on your productivity and why?
2. What kind of software do you use to find candidates?
3. Are there any training protocols or manuals available for recruiters?

#### Culture

1. How would you describe the Otterbase culture?
2. Are there any social activities or groups among colleagues in Otterbase?
3. Are there any cultural or organizational differences that affect collaboration?

## Closing

1. What is your favorite part of the job?
2. What is your least favorite part of the job?
3. Is there anything we didn't cover that you'd like to share?
4. If we have any follow up questions is there a preferred way you'd like us to contact you?

Thank you for meeting with us!

## Account Manager

### Work Processes:

1. Can you describe your role at Otterbase?
2. Can you walk us through the last requirement you received ?
3. What information did you receive from your client?
4. What information did you pass on to the Branch Manager?
5. How often do you communicate with the client during the recruiting process and what form does this communication take? Can you give examples from the last client you helped?
6. What is the typical timeframe or time limit given by a client for a particular position?
7. Is there any situation where client give very abstract information about the positions? What you do in that situation?
8. What, in your opinion, would improve the efficiency of the recruiting process?

### Communication:

1. How do you communicate with your colleagues and in what ways?
2. Can you think of a recent meeting with your colleagues? When and where did it occur?

## Physical Environment/Artifacts

1. What aspect of your workspace do you consider most influential on your productivity and why?

## Culture

1. How would you describe the Otterbase culture?
2. Are there any social activities or groups among colleagues in Otterbase?
3. Are there any cultural or organizational differences that affect collaboration?

## Conclusion

1. What is your favorite part of the job?
2. What is your least favorite part of the job?
3. Is there anything we didn't cover that you'd like to share?
4. If we have any follow up questions is there a preferred way you'd like us to contact you?
5. Thank you for meeting with us!

## **Branch Manager**

### Work Processes:

1. Can you describe your role at Otterbase?
2. Can you walk us through the last requirement you assigned to a Recruiter?
3. What information did you receive from the account manager?
4. What is your opinion about having a triangle structure again ? What are the problems associated with that structure?
5. Have you ever used Akken? If yes why ?
6. What, in your opinion, would improve the efficiency of the recruiting process?

### Communication:

1. How do you communicate with your colleagues and in what ways?

2. Can you think of a recent meeting with your colleagues? When and where did it occur?

#### Physical Environment/Artifacts

1. What aspect of your workspace do you consider most influential on your productivity and why?

#### Culture

1. How would you describe the Otterbase culture?
2. Are there any social activities or groups among colleagues in Otterbase?
3. Are there any cultural or organizational differences that affect collaboration?

#### Conclusion

1. What is your favorite part of the job?
2. What is your least favorite part of the job?
3. Is there anything we didn't cover that you'd like to share?
4. If we have any follow up questions is there a preferred way you'd like us to contact you?

Thank you for meeting with us!