**Onboarding**

This guide covers a wide range of topics related to computers, troubleshooting steps, Windows Server processes, and additional information to help you handle complex IT issues and learn how to resolve them.

Additionally, I recommend starting with the following learning path on LinkedIn Learning. These courses will help you gain hands-on experience with common user issues, computer terminology, and the best practices we need to follow:

LinkedIn Learning Path: Master In-Demand Professional Soft Skills

Week #1: [Developing Your Emotional Intelligence](https://www.linkedin.com/learning/developing-your-emotional-intelligence-22196221?contextUrn=urn%3Ali%3AlyndaLearningPath%3A574331753dd559c55463ddd2&u=149723908) – Building Resilience

Week #2: Preparing Yourself for Change – Critical Thinking for Better Judgement

Week #3: Time Management – Team Collaboration

Week #4: Persuading Others – Communication Foundations – Business Ethics

Complementary: Cisco Certified Network Associate (CCNA) – **Onboarding/ Certifications**

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| --- | --- |
| Roadmap (Training and Development) | |
| English for Information Technology | Module I |
| IT Help Desk Technician | Module II |
| Advanced IT Support & Management | Module III |
| **Soft Skill Development & Interview Practices** | **Module IV** |

**Interview Fundamentals**

* **Different Interview Formats:**
  + **Phone Screens:** Discuss the purpose, typical questions, and tips for effective phone interviews.
  + **Video Interviews:** Cover best practices for video calls (lighting, background, technology), etiquette, and how to engage the interviewer remotely.
  + **In-Person Interviews:** Review types (one-on-one, panel, group), importance of non-verbal communication, and professional attire.
  + **Behavioral Interviews:** Explain the STAR method (Situation, Task, Action, Result) for answering behavioral questions ("Tell me about a time when...")
  + **Technical Interviews:** Overview of the format, types of questions (coding challenges, problem-solving, system design), and expectations.
* **Common Interview Questions:**
  + **General Questions:** "Tell me about yourself," "Why are you interested in this role?," "What are your strengths and weaknesses?"
  + **Behavioral Questions:** "Describe a challenging project," "How do you handle conflict?," "Give an example of a time you failed."
  + **Technical Questions (General):** "What technologies are you familiar with?," "Describe your experience with [relevant skill]."
  + **Company/Industry Specific Questions:** "Why do you want to work at [company]?," "What do you know about our products/services?"
* **Answering Effectively:**
  + **Preparation:** Research the company and role, prepare examples for behavioral questions, practice your responses.
  + **Clarity and Conciseness:** Communicate clearly and concisely, focusing on relevant skills and experiences.
  + **Enthusiasm and Engagement:** Show genuine interest in the role and company, ask thoughtful questions.
  + **Storytelling:** Use storytelling to make your answers engaging and memorable

**Technical Skills Review**

* **Key Technical Concepts:**
  + **Tailor to the Audience:** Focus on the specific technical skills relevant to the target roles (e.g., programming languages, software development methodologies, networking fundamentals, cloud computing, cybersecurity).
  + **Refresher:** Review fundamental concepts, definitions, and common terminology.
  + **Advanced Topics:** Introduce more advanced concepts and techniques, depending on the level of the participants.
* **Hands-on Practice:**
  + **Coding Challenges:** Provide coding exercises that test problem-solving skills and knowledge of specific languages.
  + **Case Studies:** Present real-world case studies that require participants to apply technical knowledge to solve problems.
  + **Simulations:** Use simulations or virtual labs to provide hands-on experience with different technologies and scenarios.

**Mock Technical Interviews**

* **Simulate the Experience:** Conduct mock interviews that mirror the format and types of questions encountered in real technical interviews.
* **Provide Feedback:** Offer constructive feedback on technical skills, problem-solving approach, and communication.
* **Iterative Practice:** Allow participants to practice multiple times, incorporating feedback and improving their performance.
* **Variety of Interviewers:** If possible, involve different interviewers to provide diverse perspectives and simulate real-world interview scenarios.

**Additional Tips:**

* **Resources:** Provide participants with helpful resources like cheat sheets, study guides, and practice questions.
* **Feedback and Evaluation:** Incorporate feedback mechanisms throughout the program to assess learning and identify areas for improvement.
* **Individualized Support:** Offer individualized support and coaching to address specific needs and challenges.