

Ombudsman Interview Questions

1. Describe your approach to using mediation techniques to facilitate communication between disputants, to further parties' understanding of different perspectives, and to guide parties toward mutual agreement.

2. Walk me through how you confer with disputants to clarify issues, identify underlying concerns, and develop an understanding of their respective needs and interests.

3. Share with me the process of preparing settlement agreements for disputants to sign.

4. Expound how you prepare written opinions or decisions regarding cases.

5. Describe an experience where you conducted initial meetings with disputants to outline the arbitration process, settle procedural matters such as fees, or determine details such as witness numbers or time requirements.

6. What method have you found helpful when analyzing evidence and apply relevant laws, regulations, policies, and precedents in order to reach conclusions?

7. Tell me about the last time when you recommended acceptance or rejection of compromise settlement offers.

8. What approach have you found helpful when notifying claimants of denied claims and appeal rights?

9. What kind of experience do you have researching laws, regulations, policies, or precedent decisions to prepare for hearings? Share an example.

10. Share an experience you had in dealing with a difficult person and how you handled the situation.