

Alternative Dispute Resolution Coordinator (adr Coordinator) 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.

11. Tell me how you organize, plan, and prioritize your work.

12. Share an experience when you applied new technology or information in your job. How did it help your company?

13. Give me an example of when you thought outside of the box. How did it help your employer?

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14. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

15. Would you consider analyzing data or information a strength? How so?

16. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

17. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

18. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

19. Please share an experience in which you presented to a group. What was the situation and how did it go?

20. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)