

Adjuster Arbitrator 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.)

21. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

22. Walk me through how you Interview claimants, agents, or witnesses to obtain information about disputed issues.

23. What methods do you use to determine existence and amount of liability, according to evidence, laws, and administrative and judicial precedents.

24. Describe an experience where you arranged and conducted hearings to obtain information and evidence relative to disposition of claims.

25. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

26. Provide an example when your ethics were tested.

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27. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

28. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

29. Name a time when your patience was tested. How did you keep your emotions in check?

30. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?