APPENDIX VI – 7
School Name________________________________   Person Interviewed__________________________

Position_______________________   Date____________________

1. Please share with us a time when your people skills enabled you to get others (individual or group) to tell you something they’d rather not tell you.

2. Tell us about a coaching or encouragement you provided that was key to a friend, colleague, family member, or client that significantly assisted in a decision that they made which had a positive impact.

3. Please tell us about a time when you had to deal with a person or a group who could only see their side of the agenda.

4. Please share with us a time that your active listening helped you realize that the issue in question was not what you originally thought and it caused you to change your mind.

5. Tell us about a relationship that started out rocky but ended up effective.

6. Please tell us a situation in which you could no resolve the unhappy client’s/customer’s demand but you successfully dealt with that person.

7. Please tell us about a time when you received feedback and it caused you to rethink and change the way you were doing something.

Dan Bailey, Interim Director
Student Relations