

**Candidate Name:** \_\_\_\_\_

**Interview Committee Member:** \_\_\_\_\_

**Oral Question #1**

Participants' exit evaluations from several mediations (done by the same mediator) indicate that that the parents felt pressured to sign the final agreement; that the district felt that the mediator gave the parties too much time to vent; and that all parties felt that the mediator did not use time adequately. In addition, none of the parties are willing to use the mediator for future mediations. How would you handle this situation?  
(60 pts.)

<b>Appropriateness of Response</b> 1- 35	<input type="checkbox"/> Discusses how to deal directly with the mediator in a professional and creative way, as well as how the intake coordinator/administrator would follow up with the district and parents to clarify and get more information. Discusses how to maintain a positive relationship between the parties and WSEMS. <input type="checkbox"/> Discusses one or two of the above areas in a satisfactory way, but does not deal with each area fully. <input type="checkbox"/> Does not answer the question in a creative, professional manner.
<b>Bias</b> 1-10	<input type="checkbox"/> Is able to deal with each situation while maintaining neutrality and not stating an opinion or taking sides. <input type="checkbox"/> General lack of bias, however may show partiality in word usage or language <input type="checkbox"/> Show a definite tendency towards favoritism to either a particular party or position.
<b>Organization and Clarity</b> 8	<input type="checkbox"/> Speaks in well-organized and logical manner. <input type="checkbox"/> Speaks in a satisfactory organized manner. <input type="checkbox"/> Speaks in a disorganized or fragmented manner.
<b>Grammar, Language And Rapport</b> 7	<input type="checkbox"/> Uses correct grammar and uses appropriate word choices and language. Shows the ability to establish rapport and connection. . <input type="checkbox"/> Uses adequate grammar and language. Solid ability to connect and establish rapport and connection. <input type="checkbox"/> Poor use of grammar and language. Shows difficulty in establishing rapport and connections.

**Interview question #2**

**Role-play:** (Nina will play the role of the parent) (50 points)

Phone rings:

Intake Coordinator: Answers

Parent: I am glad that you are there. I am absolutely frustrated with the school district and I think I need your help!

Intake Coordinator: Response

Parent:

(The parent (Nina) will share this information during the conversation – the timing will depend on the applicant’s responses.

My daughter, Juanita, gets 15 minutes of OT in her IEP. Her writing is not getting better. I asked the school for more OT time to see if that will help.

Juanita’s IEP team met in May. They didn’t think more OT was needed. But, they didn’t suggest any other things to help with her handwriting.

My daughter just came home with three Ds on her report card. I feel helpless. If I had known that Juanita was struggling in school, maybe I could have helped her at home or talked to the teacher.

I am also really upset about what feels to me like a total lack of communication. This school year, I have received no notes, no phone calls from my daughter’s teacher since Sept. When I call the school, the receptionist tells me that the teacher is busy and to make an appointment. I work during the day, so I can’t do that.

My first language is Spanish. Communication in Spanish is easiest for me.

I don’t think that her IEP is working. I can’t seem to get anywhere in the IEP meetings. I am losing sleep over Juanita’s difficulties. She doesn’t want to go to school. I just don’t know what to do anymore to get a better IEP for Juanita.

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**Interview question #2** Role-play

	<b>Total Points possible - 50</b>
<b>Points</b>	<b>Evidence is provided to show that the candidate:</b>
<b>Appropriateness of Response</b> 1-25	<input type="checkbox"/> Discusses how to deal with the situation in a positive and appropriate way. Gives options without suggesting the best outcome or process. <input type="checkbox"/> Deals with the situation in a positive way, but suggests the best outcome or process. <input type="checkbox"/> Is ineffective in responding in a positive way and/or gives direction as to outcome or process.
<b>Bias</b> 1-15	<input type="checkbox"/> Is able to deal with each situation while maintaining neutrality and not stating an opinion or taking sides. Shows empathy, but not agreement. <input type="checkbox"/> General lack of bias however may show partiality in word usage or language. <input type="checkbox"/> Show a definite tendency towards favoritism to either a particular party or position.
<b>Organization and Clarity</b> 1- 5	<input type="checkbox"/> Speaks in well-organized and logical manner. <input type="checkbox"/> Speaks in a satisfactory organized manner. <input type="checkbox"/> Speaks in a disorganized or fragmented manner.
<b>Grammar, Language and Rapport</b> 1- 5	<input type="checkbox"/> Uses correct grammar and uses culturally appropriate word choices and language. Shows the ability to establish rapport and connection. <input type="checkbox"/> Uses adequate grammar and language. Solid ability to connect and establish rapport and connection. <input type="checkbox"/> Poor use of grammar and language. Shows difficulty in establishing rapport and connections

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**Interview question 3:** Participants may choose to utilize the services of an attorney or an advocate. Please discuss how the involvement of an attorney or advocate may change the dynamics and/or the process of both mediation and facilitation. How would you interact with the attorney or advocate in your role as the intake coordinator/administrator? What ethical or confidentiality issues might arise? (60 points)

<b>Appropriateness of Response</b> 1-35	<ul style="list-style-type: none"><li><input type="checkbox"/> Discusses how to deal with attorneys in a professional way, understands that a represented party is not dealt with directly, discusses confidentiality and ethical issues. Discusses how to maintain a positive relationship between the attorneys/advocates and WSEMS.</li><li><input type="checkbox"/> Discusses one or two of the above areas in a satisfactory way, but does not deal with each area fully.</li><li><input type="checkbox"/> Does not answer the question in a creative, professional manner. Misses key components of the question.</li></ul>
<b>Bias</b> 1-10	<ul style="list-style-type: none"><li><input type="checkbox"/> Is able to deal with the representatives while maintaining neutrality and not stating an opinion or taking sides. Is also aware that the intake/coordinator does not give his/her own legal opinion.</li><li><input type="checkbox"/> General lack of bias, however may show partiality in word usage or language</li><li><input type="checkbox"/> Show a definite tendency towards favoritism to either a particular party or position.</li></ul>
<b>Organization and Clarity</b> 1-8	<ul style="list-style-type: none"><li><input type="checkbox"/> Speaks in well-organized and logical manner.</li><li><input type="checkbox"/> Speaks in a satisfactory organized manner.</li><li><input type="checkbox"/> Speaks in a disorganized or fragmented manner.</li></ul>
<b>Grammar, Language And Rapport</b> 1- 7	<ul style="list-style-type: none"><li><input type="checkbox"/> Uses correct grammar and uses appropriate word choices and language. Shows the ability to establish rapport and connection.</li><li><input type="checkbox"/> Uses adequate grammar and language. Solid ability to connect and establish rapport and connection.</li><li><input type="checkbox"/> Poor use of grammar and language. Shows difficulty in establishing rapport and connections.</li></ul>

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**Interview question 4:** Over the past 15 years, Wisconsin has administered the WSEMS through a partnership representing parents, schools and mediation expertise. In addition to the 3 partners, other key WSEMS personnel are the Latino Outreach Coordinator and System Administrator/Intake Coordinator. Why are you interested in this particular position, and how do you think that you would fit within this format? And, if you disagreed with a partner how would you handle the situation? (50 points)

	<b>Total Points possible - 50</b>
<b>Points</b>	<b>Evidence is provided to show that the candidate:</b>
<b>Appropriateness of Response 1-35</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Has an excellent understanding of the position, its requirements and how he/she as a candidate could fit in the role. Responds in a sensitive and appropriate way as to how to handle disagreements.</li><li><input type="checkbox"/> Has a good understanding of the position, its requirements and how he/she as a candidate could fit in the role. Responds in an appropriate way as to how to handle disagreements.</li><li><input type="checkbox"/> Has a minimal understanding of the position, its requirements and how he/she as a candidate could fit in the role. Responds in an ineffective way as to how to handle disagreements.</li></ul>
<b>Organization and Clarity 1- 8</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Speaks in well-organized and logical manner.</li><li><input type="checkbox"/> Speaks in a satisfactory organized manner.</li><li><input type="checkbox"/> Speaks in a disorganized or fragmented manner.</li></ul>
<b>Grammar, Language and Rapport 1- 7</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Uses correct grammar and uses culturally appropriate word choices and language. Shows the ability to establish rapport and connection.</li><li><input type="checkbox"/> Uses adequate grammar and language. Solid ability to connect and establish rapport and connection.</li><li><input type="checkbox"/> Poor use of grammar and language. Shows difficulty in establishing rapport and connections</li></ul>

**The following questions for the oral interview would only be used if we felt we needed to get additional information from an applicant on a specific RFP area that they had addressed in their proposal. I do not see these as a separately scored question – just if we needed to get clarifying answers to a specific applicant's RFP proposal.**

Describe your previous experience in the intake and convening process of complex, multi-party cases.

Describe your previous experience in working with families with disabilities, school districts, attorneys and advocates in dispute resolution settings.

Describe your previous experience in working with disputes in which high emotion and high levels of conflict are present.

Describe your previous experience in delivering presentations to groups on the topic of dispute resolution.

Describe your knowledge of data collection and analysis of case-driven data.

Describe your experience in working as a liaison with stakeholders in organizations.

Describe your experience in developing internal systems design.

Describe what you believe are the most important elements in designing and implementing a mediation system.

Describe your experience with in working with mediators - including training, consulting, case management etc.

Describe your previous experience in working with any of the following groups in a mediation setting: inner city families, rural families, social services agencies acting as guardians for children, prisons, low SES families, single parent families, minority populations, and adults with mental health issues.