



## ***OMBUDSMAN INTERVIEW QUESTIONS***

Use interview questions that concern the knowledge, skills, and abilities required to perform the desired duties. Generally, questions *should*:

- Strive to provide evidence of the applicant's knowledge, skills, and abilities.
- Not have a "yes" or "no" answer.
- Be objective but allow the applicant to provide sufficient information.
- Be position-related.
- Require the applicant to describe situations and experiences as well as their responses and reactions to those experiences.
- Use vocabulary geared to the level of the interviewees. Avoid jargon or acronyms, which may intimidate applicants.
- Most questions should be open-ended and encourage the applicant to talk.

*Avoid* the following types of questions:

Questions that ask for several responses are confusing for both the applicant and the interviewer. In most cases, ask one question at a time.

Leading questions, which suggest a desired answer and do not elicit an objective response should be avoided in an interview (e.g., "You do like working with people, don't you?").

Questions that ask for speculation such as "What would you do if" or "How would you handle...?"

Verbal communication skills can be directly observed during the interview. Follow-up questions may be needed to get additional pertinent information. The interviewer needs to ensure there is sufficient data to make a rating decision before proceeding to the next question.

The following are suggested interview questions:



*Sample Interview Questions for Ombudsman Candidate*

1. Why do you want to be a command ombudsman?

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2. How would friends and colleagues describe you?

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3. What do you find to be the most rewarding aspect of the Coast Guard lifestyle? The most challenging?

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4. Tell me/us about a time you helped another person deal with a difficult situation or crisis.

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5. Tell me how you are uniquely qualified to work with CG families in this area?

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6. Tell me/us about a time when you did not agree with someone in charge and how you handled it.

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7. Describe how you manage your time and stay organized.

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8. What are your spouse/family's reactions to taking on the ombudsman role?

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9. An ombudsman must be available to command families but still set boundaries and limits. How do you set limits?

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10. What questions do you have or information do you need from us?

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