

Appendix H



Interviewer Feedback Form

Interviewer _____ Interviewee _____

Observer _____ Date _____

Number of Minutes Observed _____

Tandem (2 interviewers) Used [] Not Used []

Rating Scale: 5 = Excellent
4 = Very Good
3 = Good
2 = Fair
1 = Needs a Lot of Improvement
N/A = Not observed or would not have been appropriate or useful in interview.

INITIALLY

RATING

1. **Tandem** (2 interviewers) Used [] Not Used []

2. Interviewers were **prepared** (had reviewed Career History Form, notes from phone screening and competency interviews) _____

3. **Greeting** (warm, friendly, smile, handshake) _____

Comments: _____

4. Offered something to **drink** _____

Comments: _____

5. **"Idle chit-chat"** (couple of minutes—enough to get interviewee talking comfortably) _____

Comments: _____

6. Stated **purposes** and expected **timing** _____

Comments: _____

7. **Mechanics** (appropriate seating, all forms handy, notebook used, private location) _____

Comments: _____

THROUGHOUT THE INTERVIEW

RATING

1. **Tandem interviewers worked effectively together.** _____

2. **All appropriate questions** in Topgrading Interview Guide asked without harmfully altering the wording. _____

Comments: _____

3. Interviewer "**connected**" with interviewee on human level _____

Comments: _____

4. **Control** maintained _____

Comments: _____

5. **Absence of (unintended) biasing** of question responses _____

Comments: _____

6. Consistent **respect** for interviewee shown _____

Comments: _____

7. **Friendliness**, warmth _____

Comments: _____

8. Thorough **note taking** _____

Comments: _____

9. **Eye contact** maintained (minimum of 40%, but no staring) _____

Comments: _____

10. **Used Humor** appropriately and effectively _____

Comments: _____

11. Appeared **sincere** _____

Comments: _____

12. **Unobtrusive note taking** _____
 Comments: _____
13. **Interviewee talked:** 90%(5), 80% (4), 70% (3), 60% (2), 50% or less (1) _____
 Comments: _____
14. **Showed enthusiasm** _____
 Comments: _____
15. Appropriate **vocabulary** level _____
 Comments: _____
16. Voice **clarity** _____
 Comments: _____
17. Vocal **range** (not monotone) _____
 Comments: _____
18. **Expressiveness** (interested, friendly, half-smile; not blank, not excessive frowning) _____
 Comments: _____
19. Interview **pace** (moved the interview along at a fast pace, but not too fast) _____
 Comments: _____
20. Used **applicant's name** (once every 20 minutes) _____
 Comments: _____
21. **Showed approval** of openness or when interviewee was obviously proud of an unambiguous accomplishment _____
 Comments: _____
22. **Protection of interviewee's ego** (use of soft wording rather than unintended bluntness) _____
 Comments: _____
23. **Control of shock**, dismay, surprise, anger _____
 Comments: _____
24. **Breaks** (every 45 minutes) _____
 Comments: _____

25. **Avoided illegal questions** (race, religion, pregnant, disability, etc.) _____

Comments: _____

INTERVIEW PROBES

RATING

Note: Not all probes are necessary

1. **Follow-up questions** asked, with appropriate wording and style, and specific meanings determined for vague responses. Open-ended (not yes/no) questions favored. Tip: "If we watched a video of _____, what would we see?" _____

Comments: _____

2. Thorough **summary** (at least one every 10-15 minutes) _____

Comments: _____

3. **Active listening** (reflected interviewee's content and unstated feelings) _____

Comments: _____

4. **TORC** Methods _____

Comments: _____

5. "Pregnant **pause**" _____

Comments: _____

6. **Affirmation** of understanding ("I see," "uh huh," a nod, etc.) _____

Comments: _____

7. **Echo** (repeated all or part of a response) _____

Comments: _____

8. **Direct questions** (usually used when softer approaches have failed) _____

Comments: _____

SUMMARY

Overall level of rapport achieved:

- ___ 5 Excellent
- ___ 4 Very Good
- ___ 3 Good
- ___ 2 Fair
- ___ 1 Needs a Lot of Improvement

SUGGESTIONS TO INTERVIEWER:

1. _____

2. _____

3. _____

Smart & Associates, Inc.

37202 North Black Velvet Lane

Wadsworth, IL 60083

Phone: 847-244-5544 Fax: 847-263-1585

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