

Best Practices

When observing/shadowing a session:

Let the facilitator know that you'll be taking notes throughout the training session.

Include qualitative comments on the sheet whenever possible - these are the most helpful for your facilitator!

Be mindful of typing notes in the session room while your facilitator is teaching. You may want to print this out & write on it instead.

Don't be so preoccupied with taking notes that you can't be an active participant for your facilitator. Consider taking notes in short-hand and completing them later before sharing with the candidate.

After the session:

Deliver live feedback during the remaining interview time, and ask questions to help you understand why the facilitator chose to facilitate the session in the way that they did.

Complete your assessment sheet if you did not do so during the session.

Share your assessment sheet with the facilitator after their session with a few high-level bullets summarizing your feedback via email.

Scoring Criteria

- 1 = Outstanding
- 2 = Good
- 3 = Fair
- 4 = Needs Improvement
- 5 = Unsatisfactory

Evaluation Criteria	Comments	Comments	Score	Score
Professionalism & Appearance				
Overall presentation: Grooming, neatness, attire, etc.			14	14
Communication: Verbal presentation (clarity, volume, tone, etc.)				
Written communication: Reports, memos, etc.				
Customer service: Attitude, responsiveness, etc.				
Attendance & Punctuality				
Attendance: Tardiness, absences, etc.				
Punctuality: Arriving on time, etc.				
Communication Skills - The Interview				
Interview preparation: Research, questions, etc.				
Interview conduct: Greeting, eye contact, etc.				
Interview questions: Answering questions, etc.				
Interview closing: Thanking, etc.				
Section Management - The Interview				
Interview preparation: Research, questions, etc.				
Interview conduct: Greeting, eye contact, etc.				
Interview questions: Answering questions, etc.				
Interview closing: Thanking, etc.				
Technical Skills - The Interview				
Interview preparation: Research, questions, etc.				
Interview conduct: Greeting, eye contact, etc.				
Interview questions: Answering questions, etc.				
Interview closing: Thanking, etc.				