

Employee-to-Employee Facilitator Interview Guide

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Background & Instructions

Finding the right facilitators for your program(s) is essential. The questions in this guide are designed to help you find employees who are both passionate and committed to teaching, sharing and learning. Feel free to customize in any way you like, including adding questions to assess specific skills you may be looking for.

Remember: some of our best facilitators don't start out that way -- facilitation skills can be learned and developed over time. So, while it's important to assess previous teaching experience and current facilitation skills, remember that it's not the *only* thing to look for when searching for that next great facilitator.

We recommend you give the candidate the task of preparing a 10-15 minute "teach-in" example. This is when they role play facilitating content, so you can get an idea of their skills. You could share specific content with them to practice and lead, or give them the option to use any content they choose.

Instructions:

- **10-15 minutes:** Welcome candidate and ask a few general questions to gauge their level of interest/skills
- **15 minutes:** Candidate facilitates a mock training (assess their skills using the [evaluation sheet](#))
- **10 minutes:** Ask questions on the mock training (see sample questions below)
- **5 minutes:** Thank the candidate for their interest and ask if they have any questions for you

After the interview:

- Determine whether you'd like to accept or reject the candidate
- Recommend a development path for the candidate based on the skills assessment results

Interviewing Tips

1. **Stay neutral.** Do not react emotionally or provide your opinion/interpretation of their answers.
2. **Probe.** Ask them to explain their answers further by posing follow-up questions or simply saying "can you tell me more?"
3. **Listen more, talk less.** You're there to listen. Talk for 20% of the time or less. Refrain from discussing observations or summarizing what you "thought" you heard them say.

Introduction

Give a brief introduction of yourself, your program and the program in general.

- The program enables employees to teach, share with and learn from their colleagues. It's designed to tap into the expertise and talents of employees and help them share these skills with others.
- **[any other relevant info]**

Benefits of being a facilitator

1. A chance to channel your enthusiasm to teach and share with your fellow employees.
2. The opportunity to develop your skills in facilitation, presentation, communication.
3. Recognition for the time you spend on preparation and facilitation. Reported impact of your contribution will be shared with your manager

Interview Questions

Why are you interested in becoming a facilitator?

- What are you looking to get out of this role?
- How do you feel it will complement your core role?

What previous experience have you had teaching or training?

- At this company or outside?
- What did you enjoy about these experiences?

What skills do you feel are important for a facilitator to have and why?

- Which of these skills do you feel you possess?
- Which do you need/want to work on?

What additional skills do you think you can bring to the role?

- Why do you think these skills will be useful?

What do you think you might find challenging about being a facilitator?

- How do you plan to address these challenges?
- What support would you need to address these challenges?

How would you respond to a difficult participant in your class?

- What would you do if the issue continued?
- Would your response differ if the course was optional vs. mandatory, and how so?

Is there anything we haven't covered that you'd like to share?