



**CMOR-MRA Interviewer Training Modules**  
Relating Adult to Adult

Name: \_\_\_\_\_

**Q1. True or False: The most effective Supervisor the one who is able to adjust their communication style to fit the experience and expectations of the adult interviewer.**

**Q2. Match the following attributes to the Coach or the Enforcer supervisor style by placing a C or E in the blank next to each attribute**

\_\_\_\_\_ Welcomes the opportunity to mentor and help the adult interviewers

\_\_\_\_\_ Inspires teamwork among the interviewers they manage

\_\_\_\_\_ Tends to use aggressive body language and vocal style

\_\_\_\_\_ Often engages in descriptive feedback

\_\_\_\_\_ Enjoys the opportunity to police the interviewers

\_\_\_\_\_ Uses assertive body language and vocal style

\_\_\_\_\_ Is more interested in making interviewers follow the rules

\_\_\_\_\_ Gives judgmental feedback

\_\_\_\_\_ Promotes an us against them environment

**Q3. When giving feedback the Coach will utilize "I" statements instead of "You" statements. Why are "I" statements more effective?**

**Q4. What is the difference between an observation and inference statement? Why is one better than the other?**

**Q5. Which type of statement is the enforcer more likely to use, an observation or an inference?**

\_\_\_\_\_



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**Q6. "You never clear your refusals" Is an example of an \_\_\_\_\_?**

**Q7. The opposite of the answer to Q6, is \_\_\_\_\_?**

**How is one a better choice than the other?**

**Q8. Fill in the blanks to the following statement:**

\_\_\_\_\_ demands why while \_\_\_\_\_ explains why.

**Q9. Which of the two types of feedback from Q8, would be used by the Coach? Why?**

**Q10. When discussing areas for improvement with an interviewer, what is the difference between prioritizing and dumping?**

**Q11. Fill in (at least 4of) the blanks of the following statements that outline the Coach's approach to feedback.**

1. Engage in a \_\_\_\_\_ not a lecture
2. Establish a \_\_\_\_\_ rapport
3. Ask the interviewer's \_\_\_\_\_
4. Communicates \_\_\_\_\_
5. Ensures \_\_\_\_\_
6. \_\_\_\_\_ on style
7. Focus on one or two \_\_\_\_\_



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**Q12. Identify (at least 3 of) the five steps of the Like Best / Next Time feedback method**

**Q13. Why is follow-up an important step in feedback?**