



# Empathetic Interviewer's Guide



Created by **maestro**

## Questions for SMEs in management or other departments

- What training exists?**
  - How is it delivered?
  - Where are learners when they take it?
  - Do they like it? Why or why not?
  - If you had your say, what kind of learning would they take?
- What's expected of the target learner on the job?**
  - If they don't do what you expect, how does it affect you?
  - Why does it matter that they get it right?
- What is the problem?**
- What is the behavior that needs to change?**
- What are the demographics of the target learner?**
- Outside of demographics, who is the target learner? Describe them.**
- Walk me through an average day/week in the life of the target learner.**
- How do you feel about working with the target learner?**
- How would your ideal target learner behave?**



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## Questions for the target learners

- What training already exists?**
  - Where are you when you take it?
  - Do you like it? Why or why not?
  - If you could redesign the training, what would it look like?
  
- What's expected of you on the job?**
  - If you don't know, why not?
  - Why does it matter that you get it right?
  
- Are there other resources that help you do your job?**
  - Do you use them? Why or why not?
  
- What are the demographics on your team?**
  
- Outside of demographics, what is your team like?**
  
- Walk me through your average day/week.**
  
- How do you feel about working with your manager/other relevant role?**
  
- How would your ideal manager/other relevant role behave?**



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This is a non-exhaustive list. Use this section to add your own questions.

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Compare and consider ALL these answers as you develop the training—especially in areas where there are disagreements. Always remember: make no assumptions, focus on feelings, and hunt for the “why.”