

## E-training tool descriptor

Supra-category: IOTC ROS Observer Co-ordinator Training (IOTC ROS OLC)

Category: Debriefers Training (IOTC ROS OLC TR9)

*Course: Interview Techniques in Debriefing (IOTC ROS OLC TR 9.01)*

### Course Description

Interview techniques are commonly used for the selection of work candidates, to assess employees' knowledge, capacities and performance, and improve work strategies and processes. These strategies include the usage of effective communication and active listening techniques, of techniques used to establish positive and professional relations and to provide and request feedback. They also include standard procedures in the planning, preparing and conducting of interviews.

Interview techniques (including psychological tests) have been adapted and used in the recruitment of personnel and the debriefing of military and civilian personnel returning from field missions (often conducted under stressful conditions), with the primary objectives of identifying information errors and gaps in mission reports, to provide personnel with the opportunity to deal with psychological and emotional discomfort.

Similar to military personnel, observers working at sea are in a unique position, as they are required to work alone, often in hostile conditions, for long periods without the direct supervision or assistance from their controlling organisation, on an environment recognised worldwide as the most hazardous industry to work in. As such both classic and adapted interview techniques should be used by observer controlling organisation to recruit suited personnel (including psychological tests), in the debriefing of observers and in assessing observers' overall skills.

The objective of this course is to introduce participants to the most effective interview techniques that will enable them to establish a positive and professional relationship with the observer during briefing and debriefing.