

## E-training tool descriptor

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

Category: Debriefers Training (TR9)

*Course: Interview Strategies and Techniques in Debriefing (TR 9.01)*

Access to assessment questions opens once all documents stored under the course have been covered by the participant.

### QUESTION 1

Select from the questions below, the ones that are close-ended questions.

- Did you disembark from your observed trip in the port of Victoria, Seychelles? [YES]
- What sampling protocol did you follow? [NO]
- Is your sampling and safety material in good working condition? [YES]
- What forms do you still have to complete? [NO]
- Is your trip report completed? [YES]

### QUESTION 2

Select the answers which are true.

Debriefers should use the following effective listening techniques (verbal and non-verbal), during the debriefing interview, to fully concentrate on what the observer is saying and to understand their complete message.

- Remain completely silent so not to interrupt the observer. [FALSE]
- Use short interjections, such as Yes', 'right', 'OK' 'ah ha' to show that you are listening. [TRUE]
- Take as many notes as possible, even if it stops you from looking at the observer. [FALSE]
- Keep eye contact, nod and avoid expressions such as raised eye-brows or head shaking [TRUE]
- Ask intuitive questions and clarifying questions based on observers' responses to complement series of pre-planned questions. [TRUE]

### QUESTION 3

Select from the three sentences below the most appropriate answer .

During an observer's first debriefing interview, the debriefer should use the following sentence to urge the observer to improve his data collection capacities:

- It seems like you've made tremendous effort, but you still need to improve your data collection capacities. [NO]
- You really need to improve your data collection capacities, else we will have to dismiss you. [NO]
- It seems like you've made tremendous effort, but you still need to improve your data collection capacities, we need to make sure we take time to conduct a detailed briefing before your next trip to help you with this. [YES]

### QUESTION 4

Select the most appropriate answer from the options below.

During the debriefing interview if the debriefer finds himself or the observer overly stressed by a situation, he should:

- Continue with the debriefing interview, since he knows how to deal with stress and anxiety. [NO]
- Postpone the debriefing interview to another day. [NO]
- Break for a moment (e.g. go and get a coffee) to allow everyone to step back and relax. [YES]

#### QUESTION 5

The debriefer should use the following steps to create a positive and professional relationship with the observer. Select the answers which are true.

- Be friendly and encouraging to the observer [TRUE]
- Be responsible. But if you make an error don't admit it as this might undermine your authority with the observer. [FALSE]
- Welcome diversity. When observers offer a different opinion, the debriefers should take the time to consider what they have to say, and factor their insights into their decision-making. [TRUE]
- Develop mutual respect. One way to demonstrate respect is to offer positive affirmations. [TRUE]
- Be mindful. Pay careful attention to your words and your actions. Better to avoid to be completely honest with the observer to ensure that you don't impact his emotions. [FALSE]
- Communicate effectively. Whether you are communicating via e-mail, phone, or face to face, you want to make sure that you communicate clearly and effectively with the observers. Good relationships rely on open, honest communication. [TRUE]
- Get to know the observer. One of the best ways to build positive relationships is to make time to learn about people. Before starting debriefing take a minute to chat with the observer and to learn more about him as a person by asking questions on their day to day life. [TRUE]
- Cope with conflict. When a problem arises, make sure to address the situation in the heat of the moment. [FALSE]

#### Question 5 correct answers

- Be friendly and encouraging to observers;
- Be responsible - if you say you're going to do something, do it. If you make an error you don't know something acknowledge your mistake / ignorance and make it clear how you'll fix it.
- Welcome diversity - When observers offer different opinions from yours, take the time to consider what they have to say, and factor their insights into your decision-making.
- Develop mutual respect– When you respect the observer, you value their input and ideas they will respect you and value yours. Let them know that you consider them (and their work) important. One way to demonstrate respect is to offer positive affirmations.
- Be mindful – Pay careful attention to your words and your actions. Don't let your own negative emotions impact the observer.
- Communicate effectively - Whether you are communicating via e-mail, phone, or face to face, you want to make sure that you communicate clearly and effectively with your observers. Good relationships rely on open, honest communication.

- Get to know the observer - One of the best ways to build positive relationships is to make time to learn about people. Before starting debriefing take a minute to chat with the observer and to learn more about him as a person by asking questions on their day to day life.
- Cope with conflict - When a problem arises, make sure to actively listen. Also, make sure to only address the situation after all parties have had a chance to cool down.