



Food and Agriculture
Organization of the
United Nations



Indian Ocean Tuna Commission
Commission des Thons de l'Océan Indien

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OBSERVER PROGRAM DEVELOPMENT and OBSERVER LOGISTICAL COORDINATION WORKSHOP



CapMarine
Capricorn Marine Environmental



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Debriefing Interview

IOTC ROS OLC TR 9.02

Category: Debriefers Training

[IOTC ROS OLC TR 9]



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Debriefing Interview



- A. Plan and prepare debriefing interview**
- B. Implement debriefing interview**
- C. Assess observer over-all skills**
- D. Provide effective feedback to observers**
- E. Request effective feedback from observers**
- F. Provide feedback on debriefing to NOP managers**
- G. Use of standard debriefing templates**





A. Plan & prepare for debriefing



Allocate a date and time for debriefing



Suggest or establish a time limit to the debriefing interview



Get familiar with trip documents that will serve as base for the debriefing interview

1. Observer Trip Report



2. Observer notebook

3. Data forms



4. Electronic data





A. Plan & prepare for debriefing



Methodically check each data form filled by the observer



Highlights problem areas on documents revised



Cross-check electronic data for errors and highflyers



Revise previous experiences with the observer to be debriefed



Plan debriefing by the book in a step by step manner using standard debriefing templates





B. Implement debriefing



Allow time for the Observer to adjust to the interview environment



Ensure that you both free from distracting interruptions (phone calls, people knocking at the door, etc.)



Keep a helpful and friendly interview general tone to minimize barriers to forthright communication



Guide the conversation using effective communication and listening techniques





B. Implement debriefing (continued)



Develop information by formulating non-leading, open questions (what happened? how did that happen?)



Avoid discussing trivial information



Sidestepped as lightly as possible subjects that may bring about severe anxiety feelings



Avoid using double negative questions as it evokes anxiety



When silence follows a question, allow time for observer to answer





B. Implement debriefing (continued)



Be aware of your individual biases and attitudes (stereotyping) that impede if not prevent clear the reception of information



Exercise circumspection and don't become emotionally involved



Follow debriefing template and take notes



Complete debriefing template and analyze the information collected objectively and subjectively





C. Assess observer over-all skills



- 1. Ask random general knowledge questions and conduct tests**
- 2. Conduct self-assessment**
- 3. Get feed-back from vessels**
- 4. Place Observers in real life situations**





C. Assess observer over-all skills (continued)



Ask random questions and conduct tests

- **Debriefing allows to identify observer over-all skills**
- **By asking random questions debriefer is able to distinguish between errors due to distraction and errors due to the lack of or weak theoretical / practical competencies**
- **Debriefer can then, invite the observer to conduct specific tests to identify systematic mistakes and correct data collected if and where possible.**

E.g. During debriefing, it becomes evident that observer isn't comfortable with Marlin species identification. Therefore, debriefer invites the observer to conduct an identification test on these species. Test indicates that the observer identifies Black marlins as Blue marlins. Debriefer uses this information to correct observer data and to re-train observer on species identification.





C. Assess observer over-all skills (continued)



Self-assessment / Self-evaluation

- Rates established goals, competencies and performance.
- Can take the form of quizzes or surveys to evaluate certain areas of observer activities.
- Observers become active participants in their own evaluation.
- Allows observers to honestly assess their strengths and areas where they need to improve.
- Increases observer commitment.





C. Assess observer over-all skills (continued)



Get feedback from vessels

- Provide Captain or Fishing Master with a copy of observer draft trip report for comments, before the end of the trip
- Conduct surveys (Captain or Fishing Master to be asked to answer a survey to evaluate certain areas of observers' activities)
- Discuss with Captain and/or Fishing Master

It allows to assess subjective skills such as observer conduct on-board and helps settling dispute problems between the observer and the vessel.

There is some subjectivity in what vessel personnel will say, but it is for sure more objective rather than just relying on Observers opinion!





C. Assess observer over-all skills (continued)



Place observers in real life situations

- Most efficient way to train and assess skills
- If and where possible newly recruited / trained observers are to be deployed in the company of an experienced observer.
- The debriefing of both observers will allow to assess observers skills and competencies.





D. Provide feedback to observer



Provide specific feedback to let the observer know the specific behaviour that you'd like to see more of from him.



Always focus on an action or specific behaviour, not on the observer or its intentions.



Describe actions or behaviour that the observer can do something about.



Provide tools, training, time, or support that the observers need to successfully perform.





E. Request feedback from Observer



Be polite and humble and let observers know they appreciate honesty from them.



Clarify that you are looking for feedback to improve rather than dwell on past mistakes.



Vary questions (avoid asking only very specific or overly vague questions).



Give observers time to respond.



Avoid being defensive and take notes.



Thank observers for their help





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F. Provide feedback to NOP managers



Observer performance



Observer over-all skills



Incidents



Non-compliance



Infringements



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F. Provide feedback to NOP managers (continued)



Observer performance

- Objective and subjective analysis of debriefing interview
- Analysis of debriefing interview against observer previous experiences (achievements, incidents, issues)



Observer over-all skills

- Answers to random general knowledge questions
- Tests
- Vessel feed-back (if any)
- Etc.





F. Provide feedback to NOP managers (continued)

1. Check observer data for indications of any issues concerning incidents, non-compliance and infringements during the observed trip.
2. Investigate and question observers on those issues.
3. Establish if the correct procedures have been followed by observers and provide feedback to the observer as necessary.
4. Provide feedback on issues occurred during an observed trip to the appropriate authorities.





G. Use standard debriefing templates



Complete debriefing template to:



identify errors in the observer data; and



prepare debriefing interview;



Use completed template during the debriefing interview to:



investigate and question observers;



remedy errors where possible;



provide comprehensive feed back to the observer;



Complete the observer data evaluation forms to :



assess observer performance and over-all skills; and



provide feedback to NOP managers.





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THANK YOU FOR YOUR PARTICIPATION



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