



Food and Agriculture
Organization of the
United Nations



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



OBSERVER PROGRAM DEVELOPMENT and OBSERVER LOGISTICAL COORDINATION WORKSHOP



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Interview Techniques in Debriefing

IOTC ROS OLC TR 9.01

Category: Debriefers Training

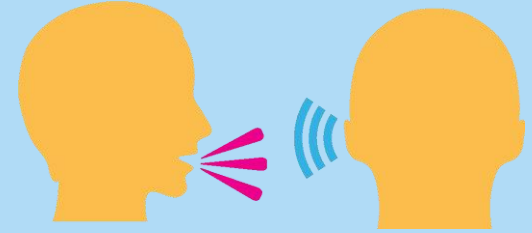
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1. Communications Skills



Communication is the ability to convey information efficiently and effectively

- **Verbal communication** (spoken word)
- **Non-verbal communication** (body language and facial expressions)
- **Written communication** (written word).

To be an effective debriefer one needs to be fluent in all three forms of communication.





A. Most Effective Communication Techniques

➤ The Golden Silence

Instead of immediately answering after your partner's completed statement, remain silent but attentive. This encourages people to volunteer more information than they would have done otherwise.



Assignment: Practice this technique on your day to day by simply discussing current events with a friend or colleague.



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➤ Asking questions

➤ Closed-ended questions (yes or no response)

Good tool to gather basic information quickly or to obtain an answer without a long or drawn out explanation.

➤ Open-ended questions

Provides a broader and more comprehensive answer.



Assignment: Practice this technique by formulating closed and open questions on the same subject to a friend or colleague.



B. Effective Listening Techniques



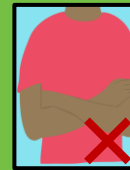
Verbal Techniques

- Use short interjections to show that you are listening ('Yes', 'right', 'OK' 'ah ha')
- Reflect back words, thoughts and feelings ('so, you say you were sick').
- Respond with positive affirmations ('it seems like you've made tremendous progress').
- Ask relevant questions
- Ask clarifying questions
- Summarize (every now and again providing a brief summary of what has been said) .

Non-verbal Techniques

- Hold eye contact
- Use positive facial expressions
- Avoid expressions that indicate judgment (raised eye-brows, head shaking)
- Nod (a slight nod of the head shows you've heard and understood).

- Maintain good body posture



- Allow to complete entire thoughts





Start Here

Active listening is a technique that enables you to fully concentrate on what others are saying, and to understand their **complete message**.

It can make you more effective at work, increase your ability to influence and negotiate, and prevent misunderstandings.

1

Here's how to do it:

Pay Attention

Look at the speaker, be aware of their body language, and ignore distractions.



I'm all ears!

Show That You're Listening

Nod, smile and say "yes" or "uh-huh" from time to time, to encourage the speaker to continue.

2



Make sure that you **really hear** what the other person is saying. **Stay focused**, and avoid falling back into old habits.

Becoming an **active listener** can increase your **productivity**, improve your **relationships**, and help you to avoid conflict.



Respond Appropriately

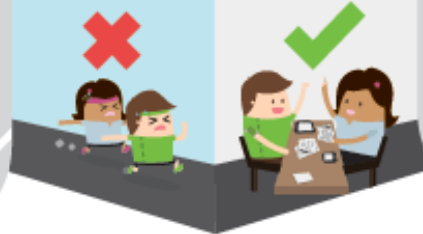
Be **open**, **honest** and **respectful** of the speaker's opinion – even if you don't agree with it. If you understand one another's positions, you can work toward a shared goal.

5

4

Defer Judgment

Allow the speaker to **finish their point** before you offer a counter argument. It's a discussion, not a race!



So, what you're saying is...

Do you mean that...?

3

Provide Feedback

Reflect the speaker's words back to them, and **ask questions** to check that you **understand correctly**.

Listening techniques should not be over-used and always used authentically. If you use active listening techniques whilst not listening the observer will not be fooled!





➤ Request feedback

- Feedback is an important part of communication, both from your intended recipients and from you.
- Convey information in such a way that observers can offer feedback or criticism and/or form direct questions if anything is left unclear.



Assignment: Try to convey some form of information to a friend or colleague (e.g. your favourite recipe). Ask for feedback on your technique and the quality of the information.





➤ **Manage Stress**

- Communication can be very stressful. If you find yourself overly stressed by a situation, remove yourself from it for a few moments (e.g. propose a break for a coffee or tea). This could be any situation that causes stress or anxiety, such as an argument or disagreement with the observer.



Assignment: When on a situation of stress simply step away for a moment and take the time to compose yourself. Once you have done so, you will be able to approach the situation with a clearer head and communication will become infinitely easier.





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➤ Empathy

- **Recognize when your own emotions are causing issues with your communication.**
- **Train your ability to discern when the emotions of others are likely to cause a communication problem.**
- **Learning to read these intricate emotional cues can make you a more effective communicator.**



Assignment: Try to discern the emotional state of a person. A happy person will walk with their head up, will make eye contact and smile. A sad person will often walk with their head bowed, it will not respond to an offered smile, and if it does it will not reach their eyes.



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➤ Enthusiasm

- Show enthusiasm and interest in regards to what the observer is telling you. As a result, the observer will be more open and will end the conversation with an overall positive outlook.



Assignment: When talking with a friend, family or colleague try to show enthusiasm for what is saying by keeping eye contact and appear attentive and interested. Ask for feedback on their outlook of the conversation.





➤ Be attentive to language choices

- Foster a sense of solidarity and cooperation, using pronouns like “we” and “us”. This will help the observers to consider themselves part of a team
- Alternatively, if you are trying to set yourself apart, as the person responsible, using pronouns like “I” and “me” can do that effectively.



Examples:

“We need to ensure we collect high quality data on species identification”, implies that everyone is equal and can contribute to the group.



“I need to come up with a plan on how to improve data quality on species identification”, implies that you alone has what it takes to come up with a plan, and everyone else on the team will be expected to implement said plan once it has been completed.





➤ **Sense of Humour**

- **Keep a sense of humour, even when things are looking bad**



➤ **Smiling**

- **Genuine smile set observer at-ease**
- **Cold smile shows observer you not happy with the situation**



➤ **Honesty**

- **Don't lie and trust your observer**





2. Steps to create a positive and professional relationship



- Be friendly and encouraging to observers
- Be responsible
- Welcome diversity
- Develop mutual respect
- Be mindful
- Communicate effectively
- Choose words carefully
- Get to know the observer
- Cope with conflict.





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THANK YOU FOR YOUR PARTICIPATION



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