

# Handout F

## Baseline questionnaire – communication skills for field workers

These questions are designed to assist you to identify how you currently work and communicate with others through your work. Please answer them as honestly as you can.

1. Please list what you feel are important communication skills which you need to carry out your field work.
2. What communication problems are you facing in the field when interviewing people, and what skills do you use to deal with the problems? Please comment on where you have problems and what you are good at in the following situations: *(Please be specific and give examples whenever possible)*.
  - 2a. Creating a good atmosphere for the interview.
  - 2b. Introducing the interview and motivating the respondent to participate.
  - 2c. Asking questions – conducting the interview.
  - 2d. Solving conflicts that may arise.
  - 2e. Dealing with unexpected situations (please describe a situation, what you did, and how it worked/what was the result).
3. Are there situations (or types of people in the field) which you feel are very difficult to handle, and where you don't have the skills to handle them well enough? If yes, please describe, and mention the skills you feel are needed to handle the situation better.
4. Which communication skills do you need in your interactions with your supervisors, colleagues and friends?
5. How do you know if a respondent has given you REAL information, as opposed to telling you something just to make you happy, and make you go away?
6. What do you do when a respondent has expectations you cannot fulfil (e.g. wanting a bednet, or to get some benefit from giving you time and information)?
7. How do you handle a respondent who is very shy and insecure?
8. How important are listening skills for a field worker? Please give reasons for your answer.
9. If you were to be given a(nother) communication course, what would you like to learn? Please be specific, rather than just giving broad areas or topics.