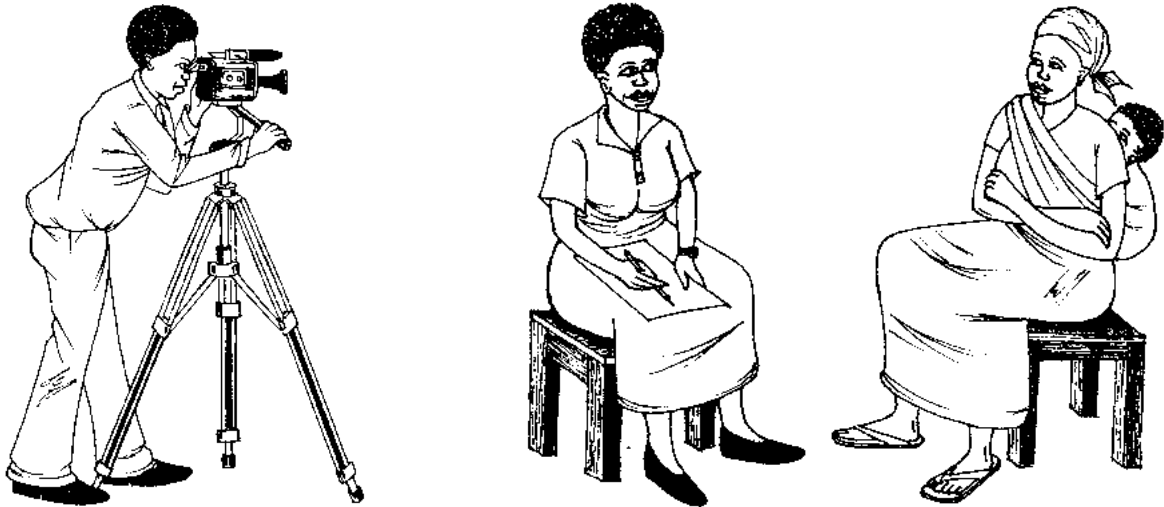


Handout G

Assessing skills through video/field observations



Observation of a real interview situation (in the field) can give the most realistic picture of what practices you are using in your field work.

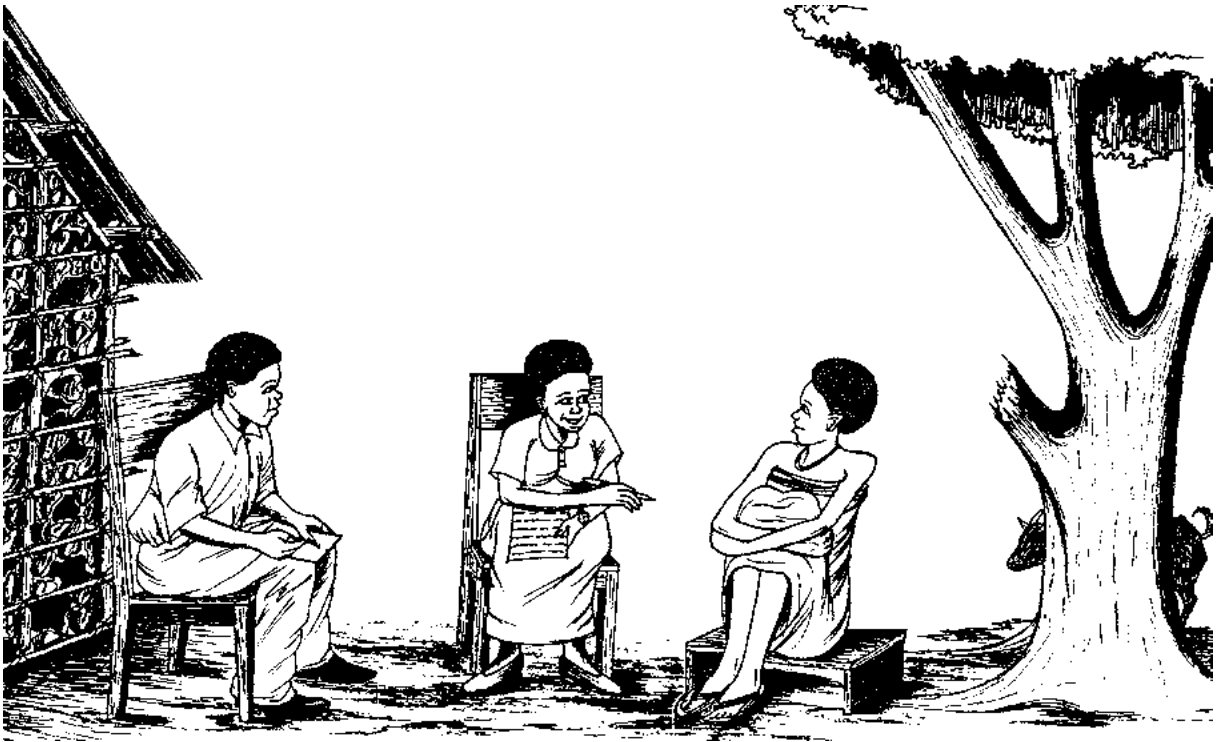
- 1. Videos of an interview situation** can be a helpful way to observe communication styles and methods. If it is not possible to video, close observation of a real interview context can be made by a fellow field worker and notes taken of this observation made for discussion later with the resource person.

This can be an excellent starting point for the course.

However, a good alternative of videoing of an actual interview situation is to use role-plays in a controlled environment and videotape them. The videos may be analysed later and can be compared with similar videos after the course. Analysing your own performance in communication before and after the course, using the same tool, can be a positive way to observe what progress or learnings you have made.

Utilise videos of role-plays, before awareness-raising, and after skills training to:

- 1a.** Observe differences in individual field workers before and after the course. The videos will enable you to observe your own style of communication as well as provide feedback to others. This is a process of supporting and encouraging further development of skills rather than of criticism.
- 1b.** Comment on "collective problems" before the course and the problems after the course. Through group discussion an overview of 'problems' can be identified and discussed in relation to what these problems are and how often they occur.



2. Qualitative self-assessment of progress is also a useful tool: the participants are invited to describe for themselves what changes they have experienced and acknowledge them. This process is important, and will be meaningful as the method emphasizes the building of awareness about personal growth. When assessing by video, from the outside, the “judgement” about progress is done by outsiders.

To increase your ownership of the learning process and progress, you can also assess progress with one another, as a group. A checklist can be developed within your group (e.g. by viewing one or two of the role-plays and asking everybody to note down what points/ issues they would assess), and then the group can watch the videos together, and assess individually and/or together.

The following pages include 2 types of tools for observing and providing feedback to other participants and one for your personal reflection when observing videos of your own interviews, and identifying areas which you would like to further develop or improve.

It is important to do these observations both before and after the learning process to be able to identify areas of change and progress.

A. Tool for observing a colleague when s/he interviews

Name of field worker:

Criterion	Good	Could be improved	Comments
1. Establish and maintain a comfortable atmosphere Assess the mood, respond			
2. Introduction Greetings Name Organization Purpose of interview Inviting questions			
3. Asking questions Using open questions when appropriate Not using leading questions inappropriately Probing effectively Rephrasing appropriately			
4. Technical communication points Speaking clearly Not using difficult words Not interrupting Knowing questionnaire well Management of silence			
5. Communication skills Using nonverbal communication appropriately Responding to respondent's nonverbal communication Active listening Appropriate "small-talk" Appropriate humour Appropriate negotiation			
6. Attitudes and behaviour Showing respect Concern/appropriate feedback Not judging/blaming Being neutral Sensitivity			
7. Confidence Focus on respondent Keeping antennae out/awareness Comfortably in charge Continuously reading situation			

B. Tool for observing a colleague when s/he interviews

Name of field worker:

The interview	a. Good points b. Points to improve	Effects
Introduction		
Sitting position		
Verbal communication		
Questions		
Nonverbal communication		
Moods, attitudes, personal factors		
Style		
Negotiation skills		
Outcome		

C. Tools for observing yourself when interviewing

NB This analysis should be done before and after the course, using the same tool, and comparing them to see what progress has been made.
