

Reflections from Practical Communication Skills Course Participants

Participants of the course reflect on how participating in the course has impacted on their own self-confidence, the way they approach their roles and responsibilities, and engage with respondents during data collection interactions.

"Now I have strategies"

If I had a problem, I got upset, and did not always deal well with the situation. Now I know what ruins good information, and I have strategies to ensure that I get the best info I can."

"Now, we ask for a convenient time for the respondent"

"We used to go directly into collecting the information. Now, we explain the reason for the visit, and ask whether the respondent has time. Before, we used to just introduce ourselves, and start. We didn't really consider whether it was a convenient time for the respondent."

"Now, we solve our own problems"

"There has been a big change. Since the course, there hasn't been an issue of a supervisor having to go and solve a communication problem, e.g. because of misconceptions people have of what we do. Now, we can tackle this well."

"Knowing what the data will be used for, increases my motivation to do a good job"

"Before I was just doing the job, I didn't know how the data was used. Now, I am involved in making the questionnaires, and discuss with the supervisor why to ask each question, and how the data will be used. This increases my confidence to deal with the respondents who ask questions, and it also increases my motivation for doing a good job."

"Before I was scared - now I have courage"

"The biggest difference for me now is that I have courage. For example, if before I popped into a household and I was told the owner was drinking liquor, I'd be scared and feel bad. I'd come back the next day. Now I've got the courage to just go and speak to them. I've modified my tongue to fit into any group. Before I was scared because I was a woman."

