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# Effective Communication Skills While Facilitating Interviews & Focus Groups

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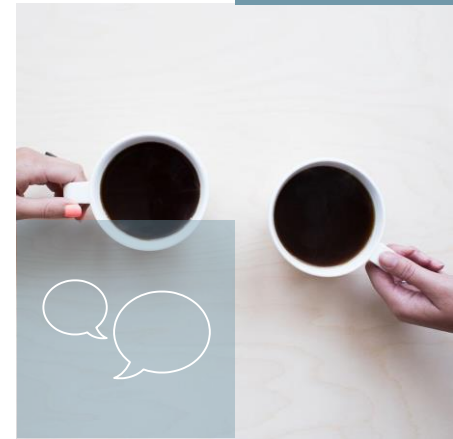
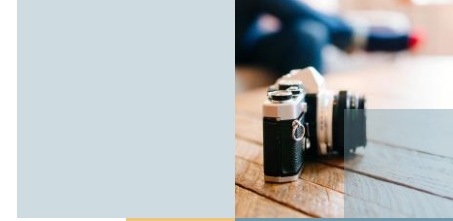
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# Bring on the CRITICISMS...



# Verbal Skills: What YOU say matters!

 Inclusive Language

 ONE question

 O - A - R - S

 Filler words



# Non-Verbal Skills:

What **YOU DON'T** say matters!



What is non-verbal communication?



Positives and Negatives;  
Dominant and Submissives



Cultural Contexts



Mimicking





# Activity!

Find a partner

Select to discuss the AEA or EES theme

Interview each other using techniques that we shared



# Protocol

***AEA*** (*Speaking Truth to Power*)

***EES*** (*Evaluation for more Resilient Societies*)

- a) What do you think the theme means?
- b) How can this theme be incorporated into your work?

\*Make sure to add your own follow-up & probes



# Debrief

What did you learn about your interviewing skills?

How can you further improve?

What do you plan to do to further your communication skills?



Thank You!

Any **questions** that we  
should have addressed,  
but didn't?

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