



**USAID**  
FROM THE AMERICAN PEOPLE

# **Module 3**

## **Facilitation and Interviewing Skills**



**USAID**  
FROM THE AMERICAN PEOPLE



# Introduction

- Building rapport
- Facilitation/Listening Skills



**USAID**  
FROM THE AMERICAN PEOPLE



# Rapport

What is rapport?



**USAID**  
FROM THE AMERICAN PEOPLE



# Rapport

Why is it important to establish good rapport?



**USAID**  
FROM THE AMERICAN PEOPLE



# Rapport

- Build credibility
- Provide a positive atmosphere to ask and answer questions
- Build positive relationships



**USAID**  
FROM THE AMERICAN PEOPLE



## How to Build Rapport

- Make every contact an opportunity to build rapport
- Watch appearance
  - Neat
  - Color of clothes
- Command of language
  - What you say
  - How you speak – fast, slow, etc.



**USAID**  
FROM THE AMERICAN PEOPLE



## How to Build Rapport, cont'd

- Knowledge of subject
- Listen
- Know your audience



# Listening

- People spend 70% of day in communication
  - 9% writing
  - 16% reading
  - 30% talking
  - 45% listening
- 75% of oral communication is
  - Ignored
  - Misunderstood
  - Quickly forgotten
- Most people speak 3 times faster than a speaker talks



**USAID**  
FROM THE AMERICAN PEOPLE



## Kinds of Listening

- Appreciation
- Active
- Comprehension
- Critical
- Defensive
- Empathy
- Reflect/Respond
- Selective



**USAID**  
FROM THE AMERICAN PEOPLE



## Types of Listeners

- Analytical
- Amiable
- Driver
- Expressive



**USAID**  
FROM THE AMERICAN PEOPLE



## How We Listen

- Sense
- Interpret
- Evaluate
- Respond



**USAID**  
FROM THE AMERICAN PEOPLE



## Sensing

- Listen to words but use other senses for clues
  - Watch body language
  - Listen to voice
  - Watch pattern of breathing



**USAID**  
FROM THE AMERICAN PEOPLE



## Interpretation

- Actively Listen
  - To ensure you understand what was said
  - Your understanding matches what was meant
- Reflect - mirror for speaker meaning and feelings
- Request is a need to know more about a point



**USAID**  
FROM THE AMERICAN PEOPLE



## Evaluation

- Understand your reaction to speaker's message
  - Like/dislike
  - Agree/disagree
- Understand if message is
  - Consistent/inconsistent
  - Well argued
  - Complete/incomplete
  - Supported by evidence
  - Etc.



**USAID**  
FROM THE AMERICAN PEOPLE



## Respond

- Last stage
- Type of responses
  - Nodding/shaking head
  - Frowning or smiling
  - Verbal answer
  - Take appropriate action



**USAID**  
FROM THE AMERICAN PEOPLE



# Active Listening – Internal Distractions

- Inside of you
  - Examples
    - Anger
    - Stress
    - Excitement
  - Control
    - Take notes
    - Ask questions
    - Summarize



**USAID**  
FROM THE AMERICAN PEOPLE



# Active Listening – External Distractions

- Examples
  - Ringing phones
  - Sirens
  - Interruptions
  - Visual stimuli
- Control
  - Maintain demeanor
  - Don't allow them to control you/situation



**USAID**  
FROM THE AMERICAN PEOPLE



## Active Listening Paraphrase/Rephrase

- Expresses what you heard the speaker say
- Accomplishes
  - Discipline to fully listen
  - For speaker
    - Sees/hears you have listened
    - Hears what he/she said
    - Checks accuracy of understanding and makes corrections



**USAID**  
FROM THE AMERICAN PEOPLE



## Active Listening – Paraphrase/Rephrase, cont'd

- Tips
  - Be concise
  - Stay essential
  - Deal with content only
  - Sense what is the feeling within the context of the statement
  - Put response in your own words



**USAID**  
FROM THE AMERICAN PEOPLE



## Active Listening - Reflection

- Mirror for speaker
- State what you heard, not interpret
- Allows speaker to correct your understanding
- Tips
  - Focus on feeling words
  - Watch body language



**USAID**  
FROM THE AMERICAN PEOPLE



## Active Listening – Request

- Want to know more or need to know more
- Tips
  - Keep listening
  - Ask open-ended questions
  - Ask for more detail



**USAID**  
FROM THE AMERICAN PEOPLE



## Questions and Questioning

- Open-ended questions
  - What are your ideas?
  - How do you handle ... situation or What do you do to handle ... issue?
    - Versus
      - Do you ... when this situation arises?



**USAID**  
FROM THE AMERICAN PEOPLE



## Activity

- Active Listening Assessment



**USAID**  
FROM THE AMERICAN PEOPLE



# What You Wanted to Learn

- Organize/Prepare for Interview
  - Review matrix
  - Develop questions to ask, be prepared with more in-depth questions to obtain more details, refinement of date, etc.
  - Think about your rapport
    - Setting the tone
    - Dress
    - Colors
    - How to start interview
      - what to chat about
      - remember something from last interview



**USAID**  
FROM THE AMERICAN PEOPLE



## What You Wanted to Learn, cont'd

- About interviews
  - Face-to-face
  - Telephone
  - Written Questionnaire
- Communication Skills
  - Facilitation
  - Active listening
  - Open-ended questions



**USAID**  
FROM THE AMERICAN PEOPLE



## What You Wanted to Learn, cont'd

- Obtain information when person resists, convince respondent to help, work with various types of respondents
  - Rapport
  - Use open-ended questions
  - Rephrase question (sometimes the question is not understood but they won't tell you that)
  - May need to re-explain purpose and you are not a threat



**USAID**  
FROM THE AMERICAN PEOPLE



## What You Wanted to Learn, cont'd

- Conversation/discussion gets away from subject
  - Tell person,
    - That was interesting, funny, etc. but we need to move back to ...
    - We need to refocus on ...
  - Do not encourage person to continue with stories or you add your stories
- Techniques?



**USAID**  
FROM THE AMERICAN PEOPLE



## What You Wanted to Learn, cont'd

- Organize for Interview