Effective Communication Skills While Facilitating Interviews & Focus Groups
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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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