

Module 1: Conceptual Framework

Lesson 1.7



Face to Face Communications



Learning Outcomes

- Employ question techniques with the local population within their Area of Operations
- Employ the Face to Face planning tool in creating successful engagements
- Protection considerations for engagements with vulnerable populations



Lesson Content

- Face to face communication
- Engaging with people
- F2F Planning Tool



Face to Face Communication



“Communication takes place in the mind of the listener, not the speaker”

- Peter Drucker

The father of modern business management



Non-Verbal Communication

- A person is always communicating. Though a person may decide to stop speaking, it is impossible to stop behaving.
- Facial expressions, posture, gestures, and other actions provide an uninterrupted stream of information.





Non-Verbal Communication

- Personal space
- Eye contact
- Position
- Posture





Non-Verbal Communication



- Appearance
- Gestures
- Facial expression
- Physical contact



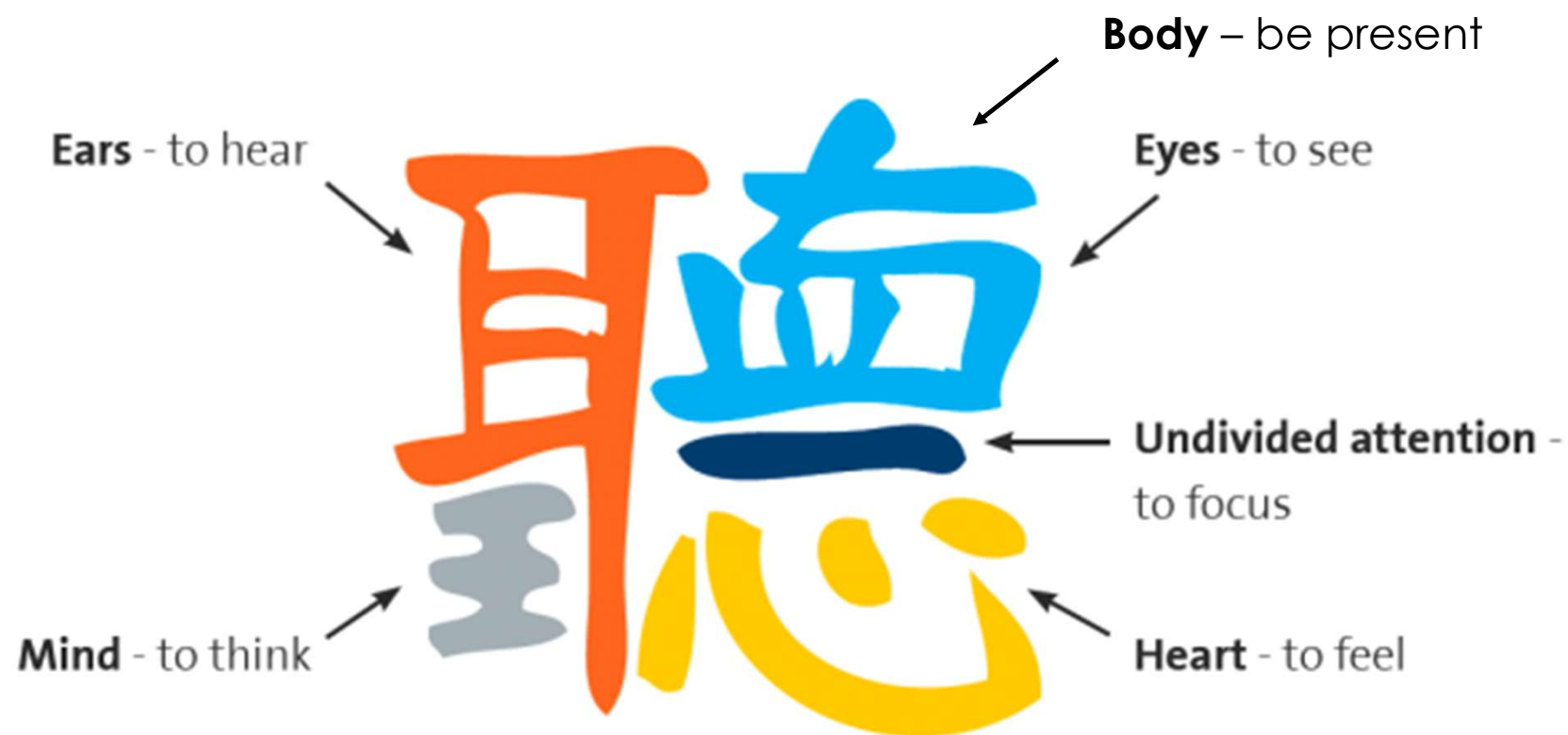
Active Listening

- **Hearing** – recognizing there was a sound
- **Listening** – understanding the meaning of the sound

YOU CAN HEAR WITHOUT LISTENING



“Ting” - To Listen



Slide 9

- c1** This "Ting" is missing body. It is the "t" shape above "eyes"
craigie.ac, 06/03/2022



Active Listening

- Attending (physical attention)
- Following
- Reflecting





Barriers to Communication: Culture

- Language
- Concept of time
- Importance of tradition
- Judging





Personal Qualities



Personal appearance



Freedom from bias



Interest in people



Ability to meet people



Engaging with people

- Mission
- History
- Interests
- Security
- Culture





Techniques for Engagement

Directive

Non-directive

Mixed



Directive Technique





Non-directive Technique

Avoid yes-no questions



Open questions



Emphasize present, not past



Pause, silent questions



Reflect answers back



Understand person's perspective



Mixed Technique

- Combination of both techniques
- Tailor approach to fit each situation





Questions

- Gain information
- Enhance cooperation
- Solve problems
- Defuse volatile situations
- Motivate an individual





Questioning

Closed
ended
questions

Open ended
questions

Confirmation
/leading
questions



Open Ended Questions

W-questions

Probing
questions

Silent
questions



Closed Ended Questions

**“Yes”—“No”
questions.**

**Alternative
questions**



Confirmation and Leading Questions

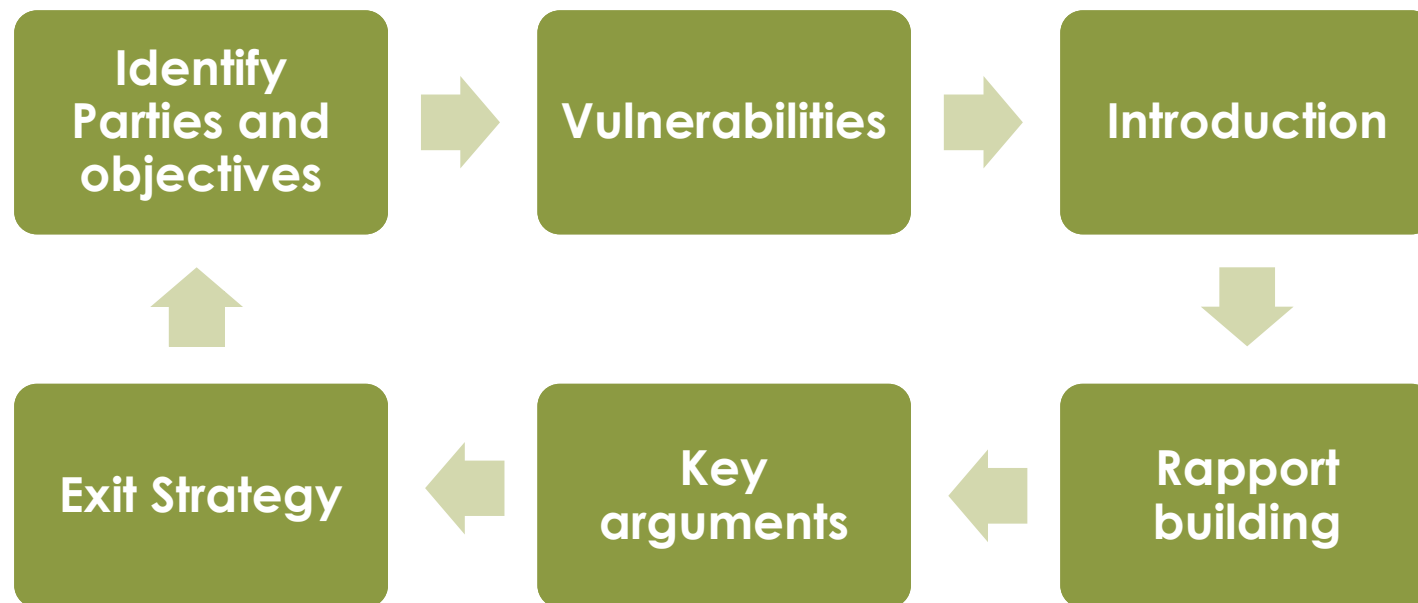
**Clarification and
reflection**

**Summary
questions**

Leading questions

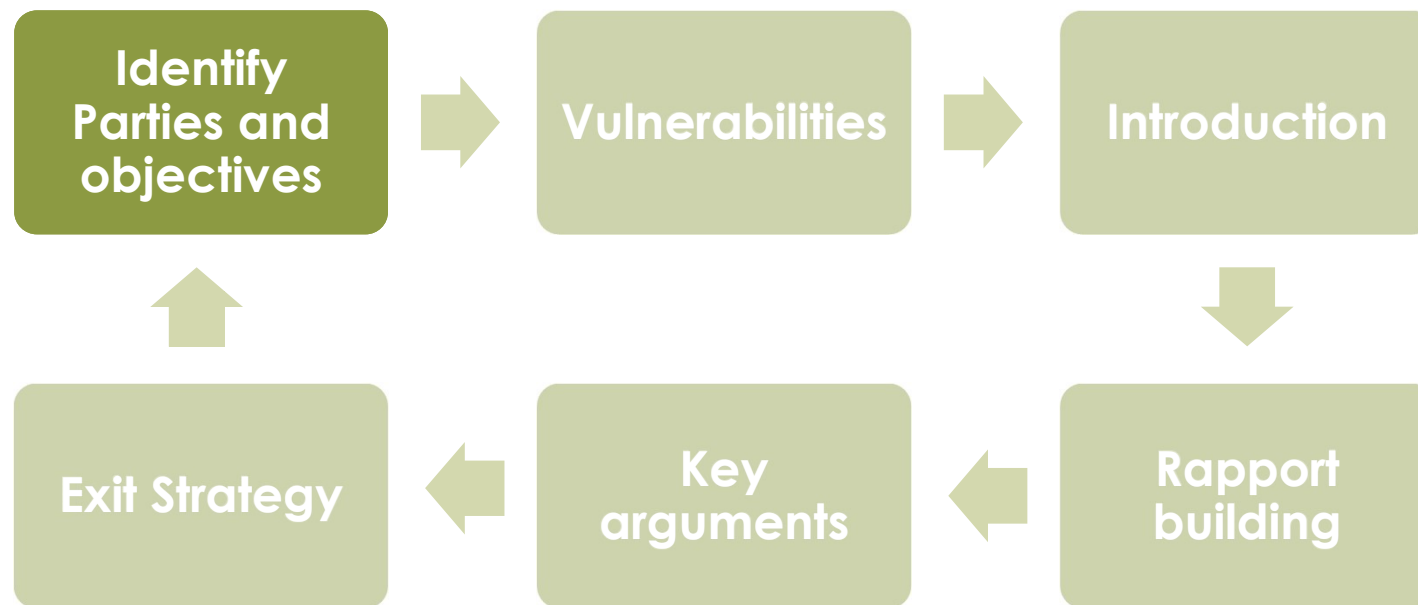


Preparing an Engagement



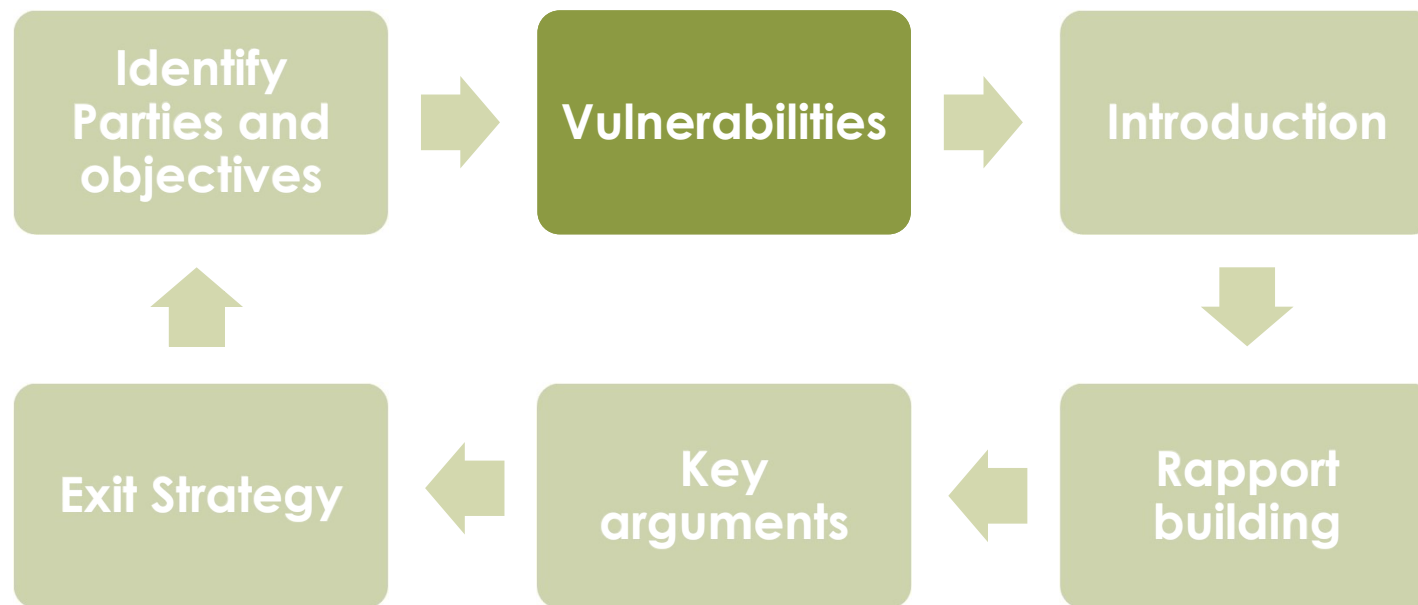


Preparing an Engagement



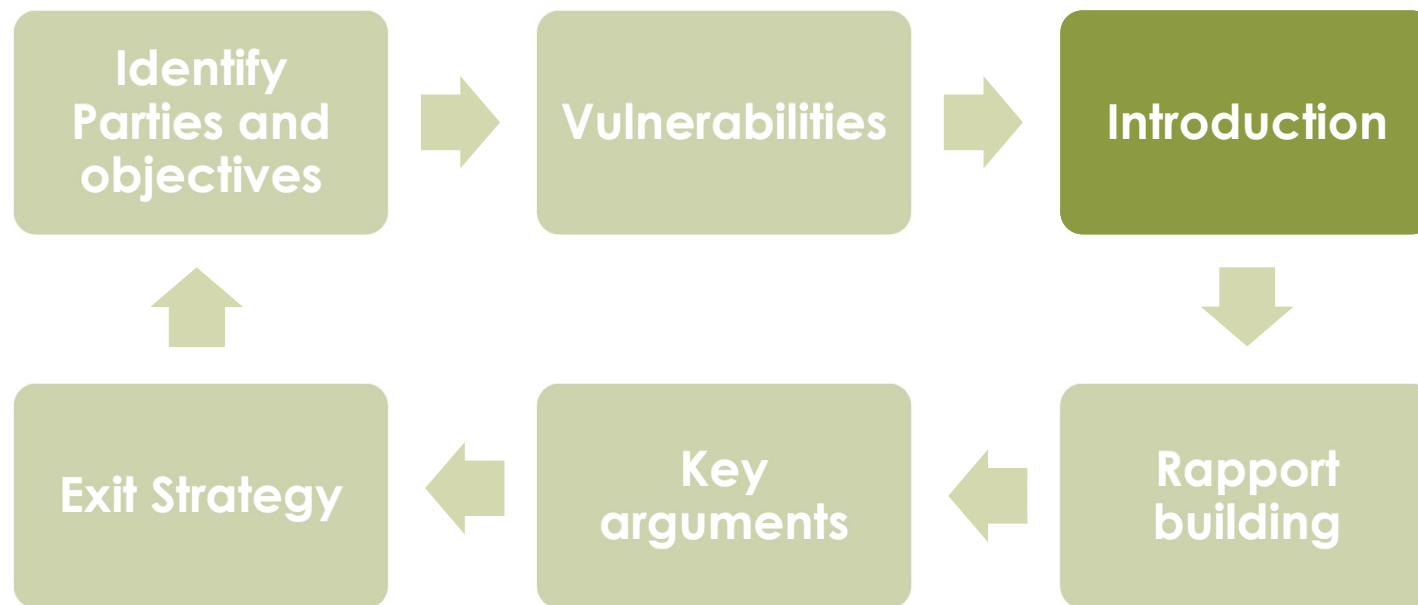


Preparing an Engagement



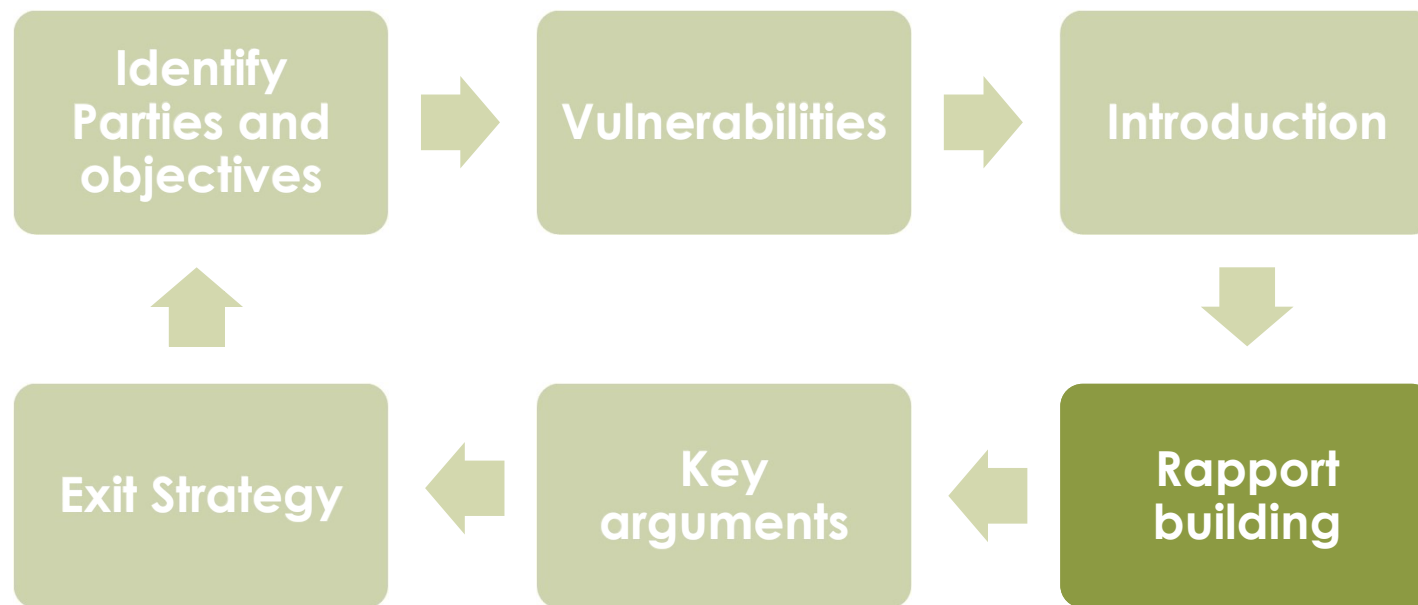


Preparing an Engagement



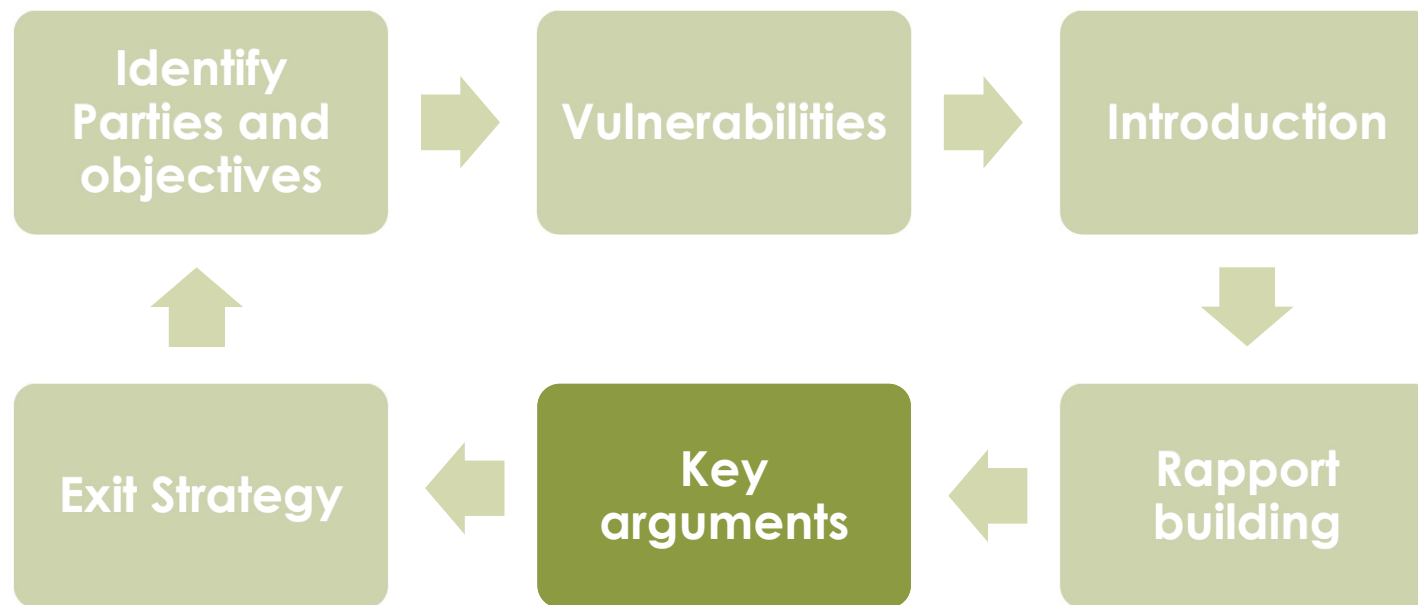


Preparing an Engagement



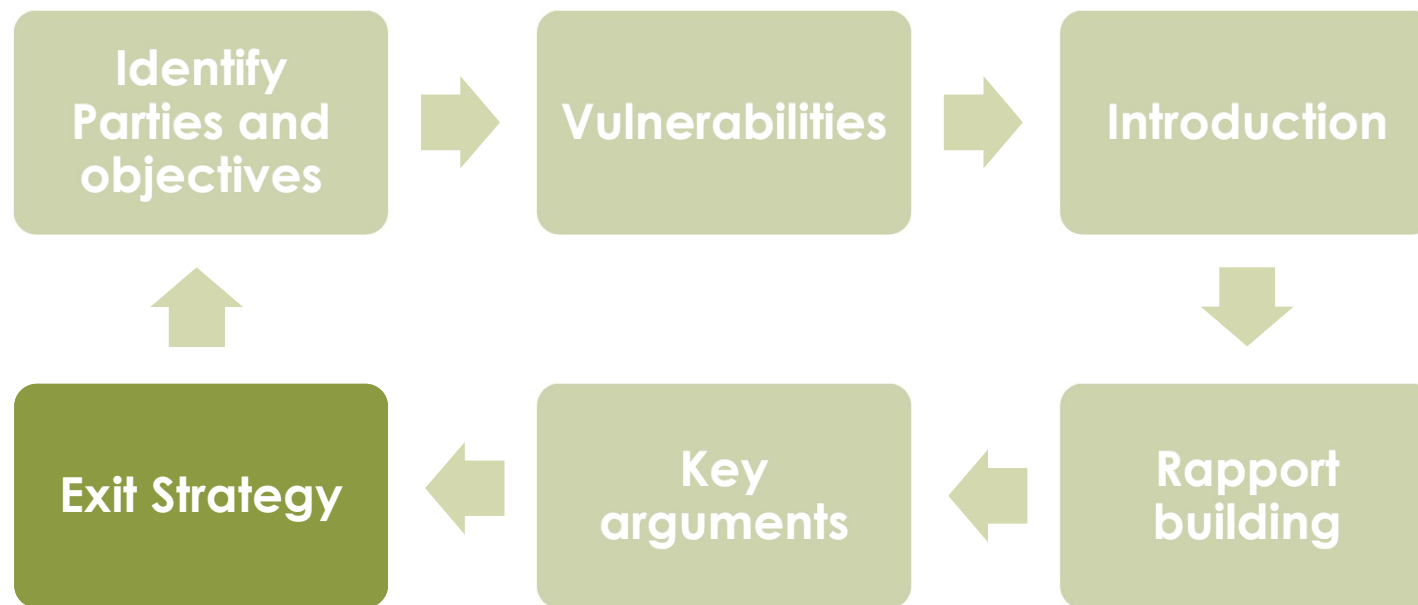


Preparing an Engagement





Preparing an Engagement





SPECIAL CASES

Please coordinate with UN experts and make sure of their presence before engaging with the following:

- Children
- CRSV/SGBV survivors
- Victims of human rights violations



Take-Away

- People are always communicating – words, body language or in choosing not to say anything at all
- Face to face communication is a critical UN-EP skill
- Use the F2F planning tool to ensure you are prepared for planned F2F engagements



QUESTIONS?