REFERENCE C - COMMUNICATION AND ENGAGEMENT TECHNIQUES CHECKLIST

Personal qualities of the UN-ET

- ☑ Choose the most suitable member of the team to conduct the engagement.

Engagement techniques: Select the appropriate technique to conduct the engagement.

Directive engagement techniques

- ☑ UN-ET member frequently participates in the engagement.
- ☑ Emphasis on the influence of past actions on present behaviours.
- ☑ Seeking specific information.
- ☑ Making interpretations and judgments.
- ☑ Varying the pace of the engagement.
- ☑ The use of probing questions.

The non-directive engagement techniques

- ☑ Avoidance of "yes" and "no" questions.
- ☑ Use of questions calling for narrative type responses.
- ☑ Emphasis on the present rather than the past.
- ☑ Frequent use of the silent question.
- ☑ Reflection of the participants's comments.
- ☑ Viewing the meeting from participants' frame of reference instead of the UN-ETs.

The mixed technique

- ☑ The mixed or combined approach is one that borrows from all fields. UN-EP members are suggested to use the approach that is suited to the occasion and the audience.

What to do in an engagement

- ☑ Respect the integrity of each person.
- ☑ Speak in a well-modulated normal tone of voice.
- ☑ Get the participants to talk.
- ☑ Get the facts.
- ☑ Record and report the data accurately.

- ☑ Ask only one question at a time.
- ☑ Formulate easily understood questions.
- ☑ Summarize key points at the end of the engagement.

What not to do in an engagement?

- ☒ DO NOT underestimate your importance as a role model.
- ☒ DO NOT fidget. Pronounced and unnecessary body movements limit the ability of the participants to concentrate on the meeting.
- ☒ DO NOT hurry the participants.
- ☒ DO NOT imply answers to your questions.
- ☒ DO NOT speak in a patronizing way.
- ☒ DO NOT ask unnecessary personal questions.
- ☒ DO NOT antagonize or offend.
- ☒ DO NOT make a promise to a participant. The UN-ET should not be committed to a course of action after the meeting is over unless you have the authority to do so. Be careful what you say is not interpreted as a promise.