



Training challenging scenarios

rATA Master Training | Wesley Pryor



Lesson outcomes: Training challenging scenarios

After this lesson, you will:

BUILD CONFIDENCE FOR TRAINING AND SUPPORTING COMPLEX SURVEY SCENARIOS

Lesson time

>~60 minutes

Competencies and
behaviours

Demonstrates knowledge about:

- > Likely complex scenarios and how to respond
- > Enumerator competencies required in complex survey situations
- > Skills understanding and training complex training scenarios

Extensions

>Vignettes, online exchanges



M4.1a – Complex survey situations

Discuss each situation



- A respondent who **starts a survey but does not want to continue** after the first few questions
- A family **member is answering for someone else**, but appears to be providing incorrect answers
- A situation where an **enumerator feels unsafe or uncomfortable**



M4.1b – Complex survey situations

Discuss each situation



Consider a role-play

- *Groups of ~4; interviewer, respondent and 'coaches' providing comments*

- A respondent who starts a survey but does not want to continue after the first few questions
 - Participation is optional. It is ok to stop.
 - Offer a rest, ask if can return later; if not, end the individual survey
- A family member is answering for someone else, but appears to be providing incorrect answers
 - Use common sense and courtesy
 - Inform/remind the family member that it's important to ask the 'subject'
 - Do not push/argue/prompt.
 - Use the 'feedback/comments' option in the survey if you think the survey includes incorrect responses.
 - As NDC, you can 'highlight' problems that need to be followed up
- A situation where an enumerator feels unsafe or uncomfortable
 - Interviewer safety is #1 priority. Avoid unsafe locations/situations before they occur.
 - If threat detected or unsafe situation arises STOP immediately. Take action according to severity; report to supervisor, report to authorities
 - Review deployment plan/protocol; After dark surveying, survey team practice (men/women, pairs of interviewers etc).
 - Interviewer locations should be known / updated by supervisors



M4.1b – Complex survey situations

Discuss each situation



These situations are selected to ensure the common & most significant situations are discussed

Consider a role-play

- *Groups of ~4; interviewer, respondent and 'coaches' providing comments*

These suggested responses / discussion points raise the most important competencies

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M4.2a – Complex survey situations

Discuss each situation



- A respondent (or parent/carer) who is really frustrated and upset by the questions during the survey – especially unmet need and barriers

Consider a role-play

- *Groups of ~4; interviewer, respondent and 'coaches' providing comments*

- A respondent appears to be very uncomfortable answering questions with other family members present



M4.3a – Training complex survey situations

How will you handle
'unexpected questions'
or unique situations in
training/supervision?

- Despite your planning and skill, **unexpected situations will arise**
- Respect and acknowledge your enumerator team knowledge, skills and talents: **they will be smart and adaptive**
- **Use existing knowledge:** invite your enumerators to share their skills and experiences with you and your colleagues
- **Practice:** Mistakes & issues in structure practice are GOOD if it creates new knowledge / confidence
- **Start slow:** In your enumeration plans, where possible, leave time to assess and adapt in the first part of the survey



M4.3b – Training complex survey situations

Your teams

- Mixed experiences among your enumerators (from very experienced to very new)
- Your training might need to adapt according to your enumerator teams
- Every survey is different: focus on rATA competencies

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- **Use existing knowledge:** invite your enumerators to share their skills and experiences with you and your colleagues
- **Practice:** Mistakes & issues in structure practice are GOOD if it creates new knowledge / confidence
- **Start slow:** In your enumeration plans, where possible, leave time to assess and adapt in the first part of the survey



M4.3c – Training complex survey situations

Practice and verification of competencies

- Consider using a supervised 'competency check'
- Conduct a small number of surveys (one EA) and review data, revise with enumerator teams
- → reflect **on i) training plan and ii) deployment plan**

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- **Use existing knowledge:** invite your enumerators to share their skills and experiences with you and your colleagues
- **Practice:** Mistakes & issues in structure practice are GOOD if it creates new knowledge / confidence
- **Start slow:** In your enumeration plans, where possible, leave time to assess and adapt in the first part of the survey



M4.4 – USING CASE STUDIES & ROLE PLAYS

Important considerations

- Case studies must be respectful
 - **Laughing and playing** when acting out difficulties/problems is **not respectful** and must be discouraged & stopped if necessary.
 - Reinforce this throughout case studies
- Be cautious asking your trainees to reflect on their own AT use
 - Don't assume everyone is comfortable talking about their own AP use
 - **Invite other stakeholders** – including AT users and professionals to participate in parts of your training if possible



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M4.4 – REVIEW & self check

Team-talk: Discuss each question within a team, and share thoughts between team members.

- > Do you have a plan for training complex situations?
- > Do you know what you expect from your enumerators?
- > How can you involve other stakeholders in your training?
- > How can you use the skills your enumerators already have?

