Unit 4. The profession
Element 2. Interpersonal skills

Communicating with validators and end-users

Tatjana Knapp

Zavod RISA

Overview

Communication is the key to successfull validating process. In this lecture, we discuss basic ''rules'' of successfull communication with end-users and validators, offering advice on how to ask efficient questions to get useful answers.

15 ''golden'' tips, I.

Based on practical experience and literature review

(Haramija and Knapp, 2019).

- Respect

- Enough time

- Slow(-er) and clear speech

15 ''golden'' tips, II.

- Quiet location

- Address the person

- Check possible communication devices

- People likely understand more than it seems

- Focus on abilities

15 ''golden'' tips, III.

- Simple language, short sentences

- Express failing to understand

- Check understanding

- Rephrase if needed

- Use real-life examples

15 ''golden'' tips, IV.

- Repeat and summarize

- Ensure confidentiality

Useful questions, I.

Must be specific and related to the text or picture we are validating (who, what, when, where, why).

Examples:

- Why did the cat fell off the shelf?
- What do you see in this picture?

Useful questions, II.

Examples:

- How many cars does the boss have?

- When was the woman born?

- Who is the old man's son?

- In which country/where is Paris located?

Useless questions, I.

Mostly questions that can be answered with a ''yes'' or a ''no'' or providing different options as answers.

Examples:

- Did you understand what the text says?
- Is the illustration clear and adequate?

Useless questions, II.

Examples:

- Do you think the text is well written?

- Do you prefer A or B?

- Is the text written in Easy to understand language?

Additional notes, I.

- Ask one question at the time (step by step principle).

  Do not acummulate/combine questions.

- Listen carefully and provide feedback

- Make clear the validation process is not testing the
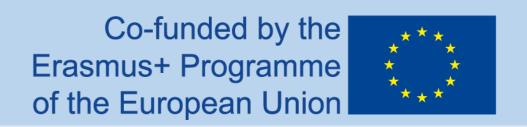
  validator.

Additional notes, II.

- You may want to ask the validators to read the text or a word out loud. Some words can be easy to understand yet difficult to read. Opt for easy to read synonyms, if possible. By reading the text out loud, you might discover additional loops.

Additional notes, III.

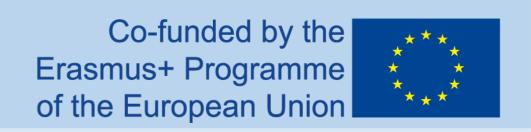- Additional lectures and samples on validation and communication.
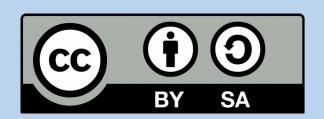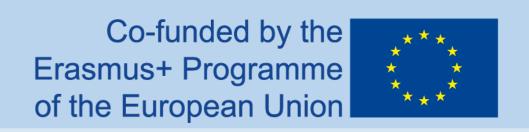
Tatjana Knapp

tatjana@risa.si

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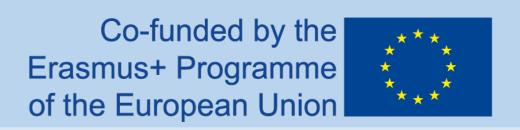
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