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# Capturing Conversations Through Guided Observation

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# The Justice and Security Dialogue Approach

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Improving security by fostering trust between the community and security services

- Facilitates change through dialogue and other engagements
- Behaviors
- Stakeholder-driven, holistic and adaptive
- Previous: Nepal, Iraq, Libya, Yemen, Tanzania and Burma, and elsewhere



Saaba, Burkina Faso

# JSD in the Sahel

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## Currently:

- Burkina Faso, Mali, Niger, Nigeria, Senegal, Tunisia
- 2016 – Present

## Tools:

- Participant Surveys, Focus Groups, Community Survey, Meetings and Follow-On Activity tracking, Facilitator's Questionnaires, Team reflections, Partner reflections, Media tracking, **Guided Observation**



# What is Guided Observation?

- Capture information from conversations, events, workshops, dialogues and more
- A set of questions around key themes/indicators
- Completed by trained, preferably impartial, persons
- Adaptive (context, scope, etc)
- Adds granularity

# What is it good for?

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## Good For:

- Conversations
- Tracking behaviors, engagement and outward perceptions
- Ex: Re-integration of VE, youth rehabilitation programs, trust-building

## Not Good For:

- Output-focused projects
- Non-observable perceptions



Dialogue 7. Niamey V, Niger

# In Practice

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## Prep:

- Practice sessions
- Walking through questions
- Calibration
- Translation and adaptation

## When to capture:

- Throughout the event
- Post-session
- Post-day
- Post-event

**Medium:** Paper, Online or Debrief



Dialogue 8, Guediawaye, Senegal

Dialogue 11. Jos North, Plateau State, Nigeria



# Sample Areas

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- Participant interaction
  - How would you describe interparticipant dynamics in the room? Please use descriptive adjectives.
- Points of Tension
  - Describe any disagreements during the dialogue. Did they get resolved? Why or why not?
- Planning
  - Did participants agree on a solution or solutions to the security issue? If yes, please describe the solution(s).
- Facilitation skills
  - For each facilitator active in facilitating this dialogue, please rate each facilitator on these skills. As you evaluate each facilitator on a skill, please use specific examples of how the facilitator demonstrated the rating given.
- Sustainability
  - At this time, if the partner and USIP stopped supporting the JSD process, do you think dialogue participants would be capable of continuing the process on their own? Please explain.

# Challenges

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- Subjectivity / Positive-Bias
  - Solution: training and other tools
- Variability of conversation
  - Solution: mix of questions, “choose your own adventure”
- Discrepancies
  - Solution: timely follow-up with observers and facilitators
- Thoroughness
  - Solution: training and refining of questions
- Comparability across countries
  - Solution: key indicators
- Unfamiliar
  - Solution: training, education, time
- Time



# Lessons Learned

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- Specificity of questions
- Focus on word choice, translation and cultural understanding
- Document should flow
  - Objective sections
  - Subjective sections
- Number of participants changes your approach
- Supplement quantitative with qualitative



Dialogue 3, La Marsa, Tunisia

# Ways Forward

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- Updating our guided observation as the nature of dialogues change
- Analyzing the responses we are getting to refine questions and inform decision-making
- Using responses to help paint the picture of our impact
- What are examples you've seen of guided observation?



Dialogue 3, La Marsa, Tunisia

**THANK YOU!**