

On October 27th 2021 the Danish EURCAW-Pig team hosted an on-line workshop titled 'Developing training tools for inspectors regarding communication about animal welfare in the EU animal on-farm welfare control'. 18 out of approx. 40 invited people across the EU Member States involved in inspector training on pig welfare issues attended the meeting. Many of them also [attended](#) the EURCAW Pigs training workshop in 2020.

Aim

The aim of the workshop was to:

- Shed light on the daily dilemmas for inspectors regarding communication about animal welfare in the control scenario.
- Introduce to the principles of video-based training based on the so-called Cambridge Calgary Method.
- Obtain input for the Danish EURCAW Pigs team for their forthcoming production of training material targeted at improving the inspector-farmer communication in the welfare control scenario on pig-farms.

Presentations

The Program included 4 invited speakers: Veterinarian and consultant Christian Kolthoff from PraQtice, Denmark and 3 inspectors: Sofia Väärikkälä from Finland, Helle Nielsen Hansted from Denmark and John Slingerland from The Netherlands.

With these oral presentations as a starting point the workshop attendees discussed the potentials and ideas for production of training material targeted at improving the inspector-farmer communication in the welfare control scenario on pig-farms.

Cambridge Calgary Model (CCM)

Christian Kolthoff [presented](#) in a 'recorded' presentation the Cambridge Calgary Model (CCM) for improving the meeting between advisor-client (in our case the inspector-farmer meeting). This model includes:

1. Determine a 'why' – the success criteria of improving inspector-farmer meetings (eg. higher farmer acceptance / ownership, higher uniformity, higher animal welfare....),
2. A description - in details - of what defines the good meeting. A meeting that in the CCM terminology is based on 5 phases: 3 Phases describing 1) the initialisation of the meeting including preparation and the first contact, 2) the body of the meeting where info is collected and 3) the finalisation of the meeting where instructions are given, and 2 additional 'phases' covering the whole meeting, namely 4) the structural (ensuring visibility and flow) and 5) the relational element (bodily and verbal communication) of the meeting.
3. Preparation of short hand-held videos of inspector-farmer meetings that could be either live-videos or tutorials using actors.
4. Among the group of inspectors to self-evaluate the video documented meetings in relation to what has been defined as the good meeting, optionally together with an communication expert.

Daily life experiences

The 3 inspectors told about their daily life experiences in the inspector-farmer scenario. Based on this it could be concluded that 1) Yes, inspectors experience communicative dilemmas and 2) None of the participating countries provided systematic training in communication during every-day inspections for their inspectors. However, in some countries, training in avoiding and handling violent situations are sometimes offered (e.g. training by police officers).

Discussion and conclusion

In break-out rooms, workshop attendees discussed the potentials of making training materials relevant across different member states. Several aspects were addressed, and the following was concluded:

- EURCAW-Pigs may be able to make a generic CCM-based process description for 1) what defines the good inspector-farmer meeting is and 2) how it can be evaluated using video material in the inspector groups.
- The video material however, should probably be produced by the individual inspector group themselves. Maybe some tutorial videos provided by EURCAW-Pigs can be used to initiate the process and serve as inspiration.
- It is not necessarily realistic that farmers will participate in videos. Furthermore, GDPR-issues in relation to getting the permission of the farmer to film during the inspections are difficult to handle when controls are un-announced. Maybe actor-based videos should be considered.

Tine Rousing, AU-ANIS, November 15th 2021