

## Developing Training Tools in Communication for On-Farm Welfare Inspection

Participants from EURCAW-Pigs: Jan Tind Sørensen (AU), Tine Rousing (AU), Eimear Theresa Mc Loughlin (AU), Hanne Kongsted (AU) and Marko Ruis (WUR)

17 Invited participants from the following countries:

Finland	Estonia	Denmark	Ireland	Poland	Germany	The Netherlands	France	Italy	Greece
1	2	1	2	2	2	3	2	1	1

The aim of the workshop was to:

- 1) To receive feedback on training tools and materials developed by EURCAW Pigs.
- 2) To discuss the potential and the application of videos and pod casts in training

### Program

#### 10:00 - 10:30h Welcome / Jan Tind Sørensen & Tour de table

Due to technical issues, the welcoming by Jan was postponed a bit and the meeting instead started with a presentation round – mainly without participation by Jan and Hanne. When Jan and Hanne succeeded in connecting, Jan welcomed participants and presented the three tasks in EURCAW-Pigs in relation to training. Furthermore, he introduced the topics of the former two online meetings on training in 2019 and 2021 and the aim of and agenda for today's meeting.

#### 10:30 - 11:00h Insights from Inspectors on their Training Needs - Experience from ethnographic field work / Eimear Mc Loughlin

Eimear gave a resume on her ethnographic field work, which give insights on the challenges and needs of animal welfare inspectors. She also introduced the field work she'll be doing in 2024 and asked for contacts for this work in the four countries. For the task on pairwise inspection to be finalized in 2023, Eimear had prepared a short questionnaire to be assessed via a QR code by the participants either during the meeting or afterwards.

#### 11:00 - 11:45h Potential of podcasts / Marko Ruis

Marko presented different formats for podcast potentially useful in relation to the work done in EURCAW-Pigs:

1. Interview podcasts: Conversations with guests, experts, or interesting individuals.
2. Educational podcasts: Providing information and insights on a specific subject. For example: Monologue podcasts, feature a single host who speaks for the entirety of each episode. (e.g. in the format given by Eimear this morning)
3. Storytelling/narrative podcasts: Telling a story or exploring a theme over multiple episodes.

4. Hybrid podcasts: Podcasts are a highly flexible medium, and basic formats can be mixed and matched. Podcasts can be fit to whatever subject and audience you have and as such also serve as a useful tool in relation to education and training relevant to animal welfare inspectors.

It was introduced that EURCAW-Pigs will produce 4 podcasts during 2023-2024. Two types have been decided on: 1) Inspector@work (personal stories by inspectors, currently published as text in the website) and 2) Knowledge dissemination on specific topics.

Several examples on podcasts were played and a Padlet was used to receive the reflections from the participants related to how EURCAW could use podcasts. Three questions were asked while playing the different podcasts:

1. What do you think about using podcasting in training? What are the do's and don'ts?
2. EURCAW-Pigs will develop podcasts on welfare topics. What topic do you prioritize for the first podcast?
3. When listening to the examples, which format would be suitable/attractive to fit with EURCAW-Pigs' podcasts?

A summary of the answers:

1. *Do's and don'ts:*

*Do's (between brackets the number of answers):*

- Clear voice/spelling, slower speed (8x).
- Easy/fast to find (5x).
- Consistent schedule. Regularly adding new podcasts.. announced by a notification (3x).
- Clear topic (2x).
- Clear title on content of podcast.
- Short introduction, get straight to the point.
- Keep the interview within the topic.
- Excellent audio quality.
- Short enough.
- No longer than 45 minutes.
- Multilingual support (translation?) in order to get to most of the possible audience or otherwise .... everyday English
- Languages adapted to the audience.
- Audience feedback.
- Podcasts are a good idea. It's indeed easy to ear. It can be used while driving.
- A good way to distribute information.

*Don`ts:*

- Too fast speaking (4x).
- Avoid overlaps and repetitions among different podcasts. Create categories?
- Too long of a story and unclear what the podcast is about for several minutes.
- Not having the "expert-I know everything" point of view.
- More complex technical information.
- Rambling on too much.
- Background music overpowering.
- Background noise (e.g. when having phone interviews).

2. *Prioritized topics*

- For the very first - the overview of podcasts, upcoming topics. the aim and the hopeful outcome (prof development, implementation).
- Communication strategies.
- On topics that are "hot".

*Inspector stories:*

- The real thing/daily work topics (3x).
- Close to the field work: real examples of what we see on the farms. Case studies" in which an inspector explains how he or she went about a certain case (2x).
- Let inspectors choose the topics... Include both positive and challenging stories.
- Case study on a enforcement decision and follow-up regarding sick and injured pigs.
- Debriefing / summary situation after the inspection visit, where the inspector tells the producer the findings.
- Inspector studies, what works and does not.

*Knowledge/topics:*

- Updates on legislation (2x).
- Good and Best Practices/ Practical examples of how farmers have improved welfare (2x).
- Sharing scientific data on animal welfare.
- Transport- Examples of vehicles with faults compromising animal welfare.
- Evaluating 'fit to transport' on farms and collection centres for export (short and long transport).
- African Swine Fever, although maybe not this group's thing.
- Difficult topics for inspectors as tail biting or euthanasia of piglets.
- CO2 stunning.
- Estimation of cleanliness.

3. *Attractive formats:*

- Interviews, makes it more lively (7x).
- Narrative (4x).

- (Educational) Monologue (3x).
- Hybrid (2x).
- Dialogue.
- Friendly style.

**11:45 – 12:30h**

### **Training Guide introduction / Tine Rousing**

Tine introduced the current conditions or status regarding training guides for EURCAW-Pigs – that we do not perform the training but we aim to support the competent authorities in their potential training activities. She showed the training example on ‘Hunger and stereotypies in sows’ and explained how it was meant to be used.

After a short introduction, participants were divided in four breakout rooms with an AU-facilitator in each of them to keep the talk going and take notes. Unfortunately, one of the breakout rooms didn’t get any participants (the groups were made beforehand, and only two of the group members turned up at the meeting – and for some reason (technical or perhaps they had other things to do) those two did not attend the breakout room.

In the breakout rooms, the groups were presented with a specific training guide (‘Hunger and stereotypies’, ‘Tail biting and tail docking’ or ‘Farrowing housing and management’ and given two questions:

1. Suggest 2-3 aspects that can further develop the respective training guide
2. Suggest 2-3 themes that could be addressed in coming training guides

#### Recommendations given in the breakout rooms:

##### *Aspects in training guides to be further developed:*

- More focus on inter-observer agreement. Suggestion: Make a picture and/or video album that can be used in calibration exercises. ... and suggest courses across MS countries.
  - There should be plenty of time in the programs set aside for the participants to share experiences with each other and spare with each other.
  - Make it even easier for the person who should chair the respective courses - by, for example, completing prototype slides.
  - Timing – Make training guides implementable – so that potentially different ways of tailoring the training could be suggested in the guide.
  - Interactive Teaching Methods – to ensure interest and attention, include activities for group-based learning – the emphasis on presentation by an expert was viewed as possibly too long and too demanding for a training session.
  - It should be stated (if it’s not already) that these can be tailored to the training needs of the group.
  - Inspiring examples should be an important part of the training activities as well as practical activities for learning.
-

- Learning goals are sometimes too ambitious.
- Information on the production system/logistic for sows (the reproduction cycle as a diagram – how long in each section). To be included in the farrowing training guide.

*Suggestion for new training guides:*

- Production system (e.g. how does a farrowing section function - how many pen places needed in the farrowing unit for this amount of sows and their productivity etc.).
- Euthanasia on other types of pigs than suckling pigs.
- Heat stress.
- Negotiation skills.
- Motivational interviewing – possibly connect this specifically to tail biting as this is a challenging area for all inspectors who are also struggling with motivation.
- A course on higher level for Competent Authorities to ensure optimal inspection/ quality assurance on the quality of the inspection.
- Housing, treatment and management of sick and injured pigs and pain in pigs.
- Management of large litters and assessment of weaning age of piglets.

**12:30 – 13:00h**

**Lunch break**

**13:00 – 13:30h**

**Presentation of videos on Inspector-Farmer communication / Tine Rousing**

Tine gave an introduction to the videos and the assignments associated with the videos produced by EURCAW-Pigs and how to find them on the webpage. The five current videos were played:

[Training videos on communication - EURCAW-Pigs](#)

**13:30 – 14:00h**

**Group work on how to use generic videos in training courses in four break out rooms**

The breakout rooms were all chaired by an AU person, who also took notes. In the breakout rooms participants were asked to focus on one of the four videos ‘Inspecting and advising’ (room 1), ‘Communication about animal welfare issues’ (room 2), ‘Introducing new colleagues to inspection’ (room 3) and ‘Collegial sparring’ (room 4). They were asked two questions:

1. Point out 2-3 aspects of the respective video you think are helpful in your daily animal welfare control
2. Suggest 2-3 themes that could be addressed in coming videos

Recommendations given in the breakout rooms:

*Aspects in the videos that are helpful:*

- The videos are very helpful in terms of introducing new colleagues to inspection.
  - Videos are useful for initiating discussions. They are often too basic and therefore not on their own useful as training material – but only perhaps to initiate discussions.
  - The videos about how other inspection groups approach inspection and concrete explanation on how inspections are prepared are inspiring.
-

- The communication videos are quite basic- maybe more for farmers than for inspectors. The videos are, however, relevant as an introduction to a certain communication topic for further discussion among inspectors at a course.
- It was appreciated how EURCAW-Pigs attempted to deal with the issue about not advising but only giving guidance in the 'Inspecting and advising' video. However, the distinction was too blurry and therefore some felt that the video was not really helpful on this matter. It was suggested to focus on the *don'ts* and e.g. give examples on what *not* to say in a situation on guidance of a farmer in order to stick within the legislation.
- Especially the associated assignment are important in as much as the most important for training communicative skills is that you meet in teams and share experiences and help each other.
- The activity associated with the video should be outlined earlier and highlighted as the video in itself is not sufficient
- The major preference for some was for videos in their own language – so possibly produced in the different countries.
- Others didn't find that foreign language with subtitles was a problem. They highlighted that it was important that inspector and farmer discuss in own language for the discussion to be authentic. Important that subtitles are in the langue of the target group.
- Basic knowledge – ideal for new starters and students but not sufficient for training of more experienced colleagues
- For complicated areas – drawings/cartoons could be used rather than photos.

*Themes to address in coming videos:*

- Interview other inspectors from other countries - on the same topics (or maybe as podcasts).
  - More focus on personal struggles – how to create a safe space for colleagues who deal with personal struggles.
  - How to make distinctions between advice and guidance (examples on Don'ts).
  - Best practice on different issues – euthanasia on farm, dirtiness of animals, signs of consciousness in slaughterhouses.
  - What is normal pig behaviour (to enable both inspectors and farmers to see and understand when and why it is not normal).
  - Why is it important to follow regulations (for the sake of animal's behavioural needs).
  - Inspection of vehicles – problematic areas.
  - Other aspects on transportation (fit for transport?, density, bedding etc.).
  - Updates on regulation.
  - Examples on good vs. bad environment.
  - Dealing with situations of non-compliance (different levels - for both experienced and less experienced inspectors).
  - As a suggestion for what to include for more experienced inspectors, 'updates on regulations' was mentioned.
  - Some would like longer and more instructive videos rather than just very short and basic information.
-

- Role play video – a communication-based video on specific examples.
- How do you assess the farm on arrival – how essential is that first impression and how does it inform the inspection.
- Pig behaviour and welfare – as some inspectors are not trained veterinarians but qualified in agricultural science.
- Inspiring Examples and Realistic Examples – videos on both the good and the bad and also videos of interactions where the communication goes wrong and where it might have gone differently.
- Specific instruction video on communication on tail docking – it was noted that the lack of movement in European legislation has meant that communicating on this issue is considerably challenging for inspectors – motivational interviewing or role play activities could also be included.
- As a general thing, the participants asked for instructive/technical videos that they could recommend the farmers to watch (e.g. on euthanasia and normal pig behaviour).

**14:00 – 14:45h**

**Plenary Round on ideas for training to be developed by**

**EURCAW-Pigs / Jan Tind Sørensen**

- What is currently used: Fact sheets – they were quite well appreciated.
- Nobody said that they had used the training material. In the Netherlands they intend to use the training guides in 2024.  
Jan asked: Are the training guides too narrow/focused (as they only focus on one subject)? Nobody answered.
- Participants were positive towards the idea on podcasts – it was mentioned especially that this could be a good way to introduce different communication styles to new inspectors.
- No more training material for farmers on tail biting is needed! (will be confusing because there is already so much).

**14:45 -15:00h**

**Wrap up and next steps /Jan Tind Sørensen**

Jan thanked the participants for joining and giving good recommendations and said that a resume on the outcomes of the meeting would be made.