



Animal Health Matters.
For Safe Food Solutions.



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Confederation

Federal Department of Economic Affairs,
Education and Research EAER
State Secretariat for Economic Affairs SECO

AWARENESS WORKSHOP

Inspections – Aspects beyond the Checklist

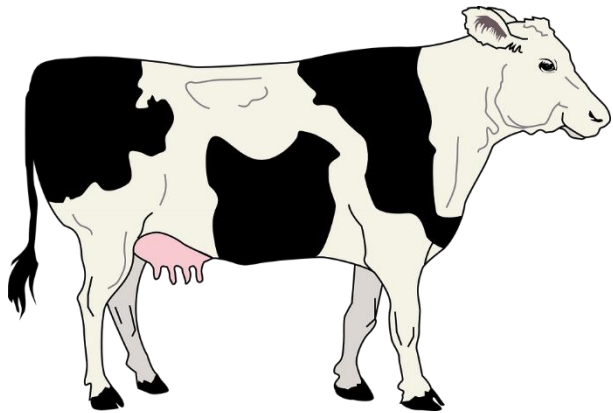
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Introductory example



Inspection is more than ticking off boxes on a checklist



Inspections – What is the goal?

- Overall aim:
Ensure the production of safe food
- How, by what means and tools?
Verify the compliance with the legislation
- How do you best get your farmer to comply?
Get him/her to comply voluntarily!

HOW?



HOW?

Point out benefits

Advise

Build trust



In a practical way

Before the Inspection: *Prepare*

- The first impression counts

During the inspection: *Build a good relationship*

- Show personal interest
- Advise, encourage and support
- Compliment 😊



Interpersonal and Communication skills

Show:

- Patience
- Empathy
- Respect
- Consideration

Try to:

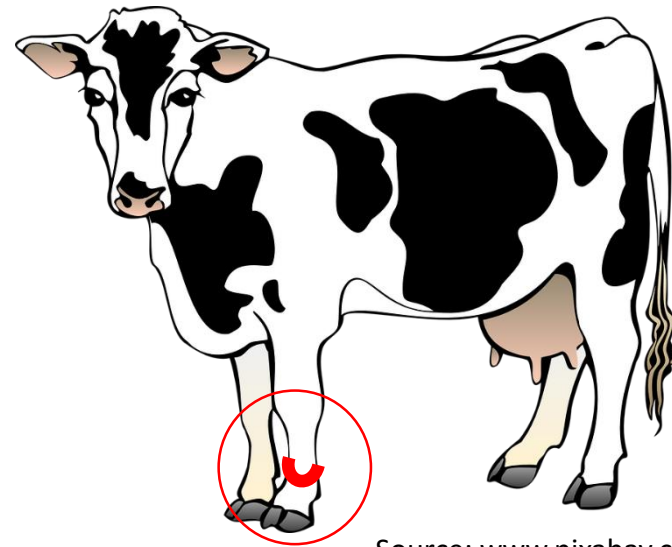
- Listen!
- Regulate information flow
- Give feedback
- Use message repetition
- Encourage mutual trust
- Simplify your language if necessary
- Deliver your messages at the right point in time



Stress: Little efforts – big effects

Minor changes can lead to a significant change in performance:

- Proper record keeping
- Sanitation measures



Source: www.pixabay.com



Key Messages

«Educate before and while you regulate»
«Work pre-emptive instead of reactive»

- Your interpersonal skills will increase the compliance
- At the ultimate end, both parties have the same goal: *The production of good quality and safe food products*



... Back to the Farmers' Story



Creation of a win-win situation



References

- WHO, 2016: WHO Basic Training Modules on Good Manufacturing Practices (GMP) - GMP Inspection Process: Module 2 (Part 05): The Inspection, 2006
- Buckley, J., 2016: Interpersonal Skills in the Practice of Food Safety Inspections: A Study of Compliance Assistance. *Journal of Environmental Health*. 79(5):8-12



THANK YOU!



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