

## **OBSERVATION SCHEME**

### **Introduction to observation:**

#### Objectives

- the observation process may be useful for :
- The identification and determination of the roles and of possible mistakes made during the job.
- The identification and determination of mistakes in subject-action interactions, subject- subject , (workers- trainees) and subject-context (workers/trainees – working/environment).
- The identification of mistakes during the job (both trainees, workers and any third parties involved in the activities).

#### Purpose

The observation process can be a useful tool:

- Both as a means of self-observation by workers of their work performances with trainees.
- Both as an instrument of evaluation and observation of their approach during the job by trainees and of tasks assigned to them.

#### Choosing the subject of shooting:

Decide what, (work action), who (subjects to focus shooting on) and for what purpose (if you focus on the workers or trainees or make an overall evaluation of the context of observation including all the elements in it) the shooting is made.

This phase is crucial for the success of the shooting, from which we must infer the necessary elements in the observation process.

### **Watching videos**

- Introduction to Video:  
It is necessary to establish some criteria useful in guiding observation process. These criteria allow to determine and decide on which

subject(s), about which work action(s) and which purposes (aims) the process of observation will be focused on.

- First vision of the Video:  
Considering the criterias, purposes and objectives of the observation process make an initial overview of the video that will determine the aspects of greatest interest.
  
- Research and identification of significant moments of the Video:
- After the overview, through a deeper analysis, try to identify the interesting and representative parts of the Video, on which to focus the following steps of observation process.

### **Observation process:**

Observation process, is a complex instrument of evaluation performed on the parts taken out of the total video, considered representative according to the aims and objectives of the process itself. The observation can be **inferred** from the following stages:

#### 1. Description of context - action - people - interactions in the video;

In this first phase, focusing on extracts of selected Videos, try to carry on a description as objective as possible of what happens in the Video. This description consists in the individuation of elements in the video, defining the actions that are performed (description of actions), who performs it (identification of main subject(s), describing the context in which the action(s) occur, identifying the objects in it. Make therefore a representative overview of what is observed.

#### 2. Action analysis;

Once identified the action(s) to concentrate on, then we consider the characteristic features of the observational process that will be separated from the observed context, and individually analyzed. These elements can be divided in two main categories, the *description of environment* and the *description of environmental actors*.

In the first category (the description of the environment) you can find those elements that help to understand and define the context in which the action is performed, that are:

- *Time* of the action – it pertains the duration of the considered action and also how the performer choose the “time” for every single micro-action
- *Space* of the action – it pertains both the individuation of where the action is performed, both in the determination of the *interpersonal* and *extrapersonal* space of subject involved in the observed action. This aspect is important in the assessments that the observer must make, because it assumes different meanings in the analysis of the action; it can be considered with a physical connotation (that is consideration of the physical space the subject makes the action in). It can be considered with a relational connotation, allowing the observer to identify the different types of *interactions* existing in the performance of the action, between involved subjects (*shared space*), between subject and the environment of the action (*personal space*) or between subjects and objects during the action.
- Objects involved in the action – means all those elements, physical bodies, involved in the context in which the action occurs. Objects can be divided in two categories: *active* objects, if they are directly employed by who performs the observed action, and *passive* object, if they have no direct involvement in the action. They are part of the second category (*description of environmental actors*) those objects that help you to understand the quality of the action you are observing (always considering the guidelines for the observation you are performing).
- These elements are deduced from the consideration of the following aspects:
  - *Posture*; this aspect is the consideration of the motor dynamic of the body, while it is doing the considered action. During the analysis phase of the action, in reference to that item, the observer will consider all aspects related to the spatial position of the body, to its dynamics in carrying out the action, to the degree of coherence between the skills in carrying out the action by the subject and the degree of "engagement" requested by the action that must be performed.

- *Tone – voice*; another element of the analysis which the observer must consider, in this case it is a complex element. In fact, the *tone* can be seen from different angles, both in the case in which one considers the body during the course of the action (with reference to the analysis of the *intensity, strength, level of commitment* that the action – and micro actions that make up the action itself – requires), both in the case in which it is considered as an element related to the analysis of the communication of the subject involved in the performance of the action. In this case it will be to considered aspects as the *volume, timbre, intensity, color, interruption* of the voice. The analysis of the voice, can be considered as a separated element, complex and articulated because it is the vehicle through the information is directly transmitted (distinguishing information belonging to the *language-oral communication-* from those not belonging to the *language-non oral communication*), and because it exercises a considerable influence on the observer in the analysis of the action. The voice must also be closely analyzed in a complementary relationship and interaction with the following element of observational analysis, the *look*.
- *Look*; it is an important element for coding communication channel, which allows the viewer to analyze the behavior of the subject during the course of action, both in terms of *relations* (with the operator, with the other parties involved in the action), both in terms of *interactions* (with other parties - operators, with the surrounding environment, with objects in the context of action). In the analysis of the action, the observer must take into account this element in an interdependent and complementary way respect to the voice of the subject observed.

### 3. Extrapolation and interpretation of the significant elements;

The analysis of the action, consist in defining the observations relating to the development of the action, to the stakeholders, in order to make an overview objective to build an objective overview of what we're watching. It is followed by the third stage of the process of observation, the extrapolation and interpretation of significant elements of the observed action. The observer has to analyze and evaluate, basing on his

experience and supported by the descriptive observations made earlier in the analysis of the video, the characteristic features, the characteristic features of a significant fragment of the observed video, extrapolated from the video where the action is represented. On this fragment he is going to look for those elements (related both to the person(s) and the dynamics of the action performed, both to the relationships and interactions that exist in the considered moment) that will let him express the *subjective interpretations*, corresponding to the attempt to formulate a possible scenario of how the observed action is performed by the subject.

#### 4. Remarks and final conclusions;

Information deriving from extrapolation and interpretation phases, information which gives an explanation to what has been observed, are, in this last phase of the observation process, developed in the attempt to make the concluding remarks on the observation. The final remarks can be considered as a possible answer to the aims and specific objectives that arose to the process of observation. This result should not be considered as a point of arrival, and so it does not tell us solutions to apply to the considered case of the observation, but it is a starting point, and especially is a point of reference for the evaluations and understanding of the case of observation.