Phase 3: Preparation

Step 3.3: Preparation of consultations

What should be considered when preparing for consultations?

Successful engagement with key stakeholders centres on some simple, practical principles based on ethical considerations and common sense:

- Be respectful in your contact and communication; considering how you dress, speak, and act will help to determine the quality of the relationship you have with stakeholders.
- Select the location of the interview carefully to create the most appropriate atmosphere.
- Ensure full, true and plain disclosure of information and your purpose, so as not to confuse expectations.[1]

A number of general elements should be considered when preparing the interviews.[2]

Element	What to consider
Introduction	Avoid future misunderstandings by explaining what the assessment can and cannot do for the participant(s). Expectation management is key to any human rights impact assessment.
	Inform interviewees that the information given will not be directly attributed to them.
	Participant(s) should consider the interview situation as a safe place where they do not need to be concerned about the negative impact of the information they share.
Gender aspects	Remember that women and men can be affected differently by human rights violations.
	Always try to meet separately with women and men from the same community.
Language	Ensure better participation by letting the participants communicate in their own language. Use an independent translator if required.
	Ensure that gender-specific concerns do not get lost by involving male translators for female(s)/groups.
	Involve local intermediaries/translators at meetings with local community representatives and employees at suppliers.
Summary	Ensure participants that they will receive information on the outcome of the assessment.

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[1] Business Innovation Facility (2017): Do No Harm. A Toolkit for the Tourism Industry, https://www.myanmar-responsiblebusiness.org/pdf/resources/do_no_harm_toolkit_for_the_tourism_sector.pdf, p. 25.
[2] Kuoni (2014): Assessing Human Rights Impacts. India Project Report, http://cr.kuoni.com/docs/kuoni_hria_india_2014_website_0.pdf, p. 15.