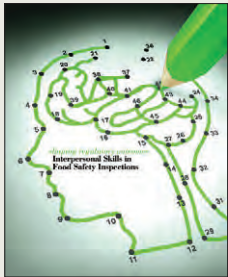


Environmental Health

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ABOUT THE COVER



Growing evidence shows that interpersonal skills—such as communication, patience, empathy, respect, and consideration—are essential for conducting

regulatory inspections. Previous studies have shown that the effective use of interpersonal skills can increase compliance. This month's cover article, "Interpersonal Skills in the Practice of Food Safety Inspections: A Study of Compliance Assistance," conducted field observations of inspections, as well as interviews, to explore the relationship between inspectors and clients of inspected facilities. The study results support that interpersonal interactions shape regulatory outcomes.

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