

Community Engagement and Accountability (CEA) Training Agenda

Yangon, Myanmar, 20 – 24 May 2019

Aim of the training

- Explain the principles of CEA, its purpose and how it can benefit programmes and operations
- Define and explain how CEA components of Community Participation and Feedback, Information as Aid, Behaviour and Social Change Communication and Evidence-Based Advocacy and how they link together
- Explain how to integrate CEA into each stage of the programme cycle
- Explain how to integrate CEA into emergency response operations
- Provide an introduction to institutionalising CEA in National Society processes and procedures
- Explain how to set up simple feedback mechanism using Feedback Starter Kit
- Provide an opportunity for knowledge sharing among Movement partners

DAY ONE – Introduction to CEA and CEA in Assessment				
Topic	Time	Length	Key points	Methods / Materials
Opening ceremony	08.30 – 09.00	30 mins	<ul style="list-style-type: none"> ▪ Welcome and opening by MRCS, IFRC, ICRC, PNS 	<ul style="list-style-type: none"> ▪ Welcome
Security briefing	09.00 – 09.15	15 mins	<ul style="list-style-type: none"> ▪ Security update in Yangon 	<ul style="list-style-type: none"> ▪ Presentation
TEA BREAK	09.15 – 09.30	15 mins		
Introductions	09.30 – 10.00	30 mins	<ul style="list-style-type: none"> ▪ Overview of the course ▪ Introductions 	<ul style="list-style-type: none"> ▪ Intros PPT (PPT 1) ▪ Icebreaker ▪ Discussion
What is CEA?	10.00 – 11.00	1 hour	<ul style="list-style-type: none"> ▪ What is CEA? ▪ Examples of CEA ▪ Where does it fit in the Movement? 	<ul style="list-style-type: none"> ▪ What is CEA (PPT 2) ▪ Videos / case studies ▪ Group discussion

			<ul style="list-style-type: none"> Why CEA is important 	<ul style="list-style-type: none"> Group exercise
What is CEA (continued)	11.00 – 12.00	1 hour	<ul style="list-style-type: none"> Understanding different element of CEA CEA and PGI intersection 	<ul style="list-style-type: none"> CEA and PGI intersection (PPT CEA and PGI) Group exercise Group discussion
CEA in the programme cycle	12.00 – 13.00	1 hour	<ul style="list-style-type: none"> Different actions to take to integrate CEA into the programme cycle Tools and resources to help you 	<ul style="list-style-type: none"> CEA in the programme cycle (PPT 3) Group exercise – minimum actions to integrate CEA into the programme cycle Handout CEA guide
LUNCH	13.00 – 14.00	1 hour		
CEA in Assessments	14.00 – 15.00	1 hour	<ul style="list-style-type: none"> Integrating CEA into assessment phase, including: <ul style="list-style-type: none"> Engaging with the communities Planning what information you need Analysing your data 	<ul style="list-style-type: none"> CEA in assessments (PPT 4) Group exercise – accountable assessment Group exercise – CEA assessment needs
CEA in Assessments - Scenario	15.00 – 16.00	1 hour	<ul style="list-style-type: none"> Scenario Task – planning an assessment 	<ul style="list-style-type: none"> Group work using desk-top scenario
TEA BREAK	16.00 – 16.15	15 mins		
CEA in Assessments – Scenario group work presentations	16.15 – 16.45	30 mins	<ul style="list-style-type: none"> Sharing plans and learning from each other’s work 	<ul style="list-style-type: none"> Pair groups up, one group presents to the other, before switching around 5 mins present + 5 mins discussion per group 10 mins plenary discussion
Recap and closing	16.45 – 17.00	15 mins	<ul style="list-style-type: none"> Feedback from participants 	<ul style="list-style-type: none"> Feedback exercise

DAY TWO – Planning and Implementation & Monitoring

Topic	Time	Length	Key points	Methods / Materials
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Recap	09.00 – 09.15	15 mins	<ul style="list-style-type: none"> Brief recap on the previous day's training 	<ul style="list-style-type: none"> Exercise led by one of the groups
CEA in Planning	09.15 – 10.30	1 hour 15 mins	<ul style="list-style-type: none"> How to involve communities in planning Deciding CEA objectives and activities Messaging 	<ul style="list-style-type: none"> CEA in Planning (PPT 5) Group exercise – Community participation Group exercise – Defining CEA objectives, audience and activities
TEA BREAK	10.30 – 10.45	15 mins		
CEA in Planning – Scenario	10.45 – 11.45	1 hour	<ul style="list-style-type: none"> Scenario Task – Integrating CEA into programme plans 	<ul style="list-style-type: none"> Group work using desk-top scenario
CEA in Planning – Scenario Group work presentations	11.45 – 12.15	30 mins	<ul style="list-style-type: none"> Sharing plans and learning from each other's work 	<ul style="list-style-type: none"> Pair groups up, one group presents to the other, before switching around 5 mins present + 5 mins discussion per group 10 mins plenary discussion
Feedback and Complaints Mechanisms	12.15 – 13.00	45 mins	<ul style="list-style-type: none"> How to set up a feedback system Handling sensitive complaints 	<ul style="list-style-type: none"> Feedback system (PPT 6) Videos Group exercise – planning a feedback system
LUNCH	13.00 – 14.00	1 hour		
Feedback and Complaints Mechanisms - Scenario	14.00 – 14.45	45 mins	<ul style="list-style-type: none"> Scenario Task – setting up a feedback and complaint system 	<ul style="list-style-type: none"> Group work
Feedback and Complaints Mechanisms – Scenario Group work presentations	14.45 – 15.15	30 mins	<ul style="list-style-type: none"> Sharing plans and learning from each other's work 	<ul style="list-style-type: none"> Pair groups up, one group presents to the other, before switching around 5 mins present + 5 mins discussion per group 10 mins plenary discussion
TEA BREAK	15.15 – 15.30	15 mins		

CEA in Implementation and Monitoring	15.30 – 16.45	1 hour 15 mins	<ul style="list-style-type: none"> ▪ Planning a baseline ▪ Training ▪ Adjusting activities based on feedback and monitoring ▪ Exit strategy 	<ul style="list-style-type: none"> ▪ CEA in Implementation and Monitoring (PPT 7) ▪ Videos ▪ Group exercise – monitoring information
Recap and closing	16.45 – 17.00	15 mins	<ul style="list-style-type: none"> ▪ Feedback from participants 	<ul style="list-style-type: none"> ▪ Feedback exercise

DAY THREE – Implementation Scenario, Evaluation and Learning, Institutionalisation and Emergencies

Topic	Time	Length	Key points	Methods / Materials
Recap	09.00 – 09.15	15 mins	<ul style="list-style-type: none"> ▪ Brief recap on the previous day's training 	<ul style="list-style-type: none"> ▪ Exercise led by one of the groups
CEA in Implementation and Monitoring - Scenario	09.15 – 10.00	45 mins	<ul style="list-style-type: none"> ▪ Scenario ▪ Task – CEA in implementation and monitoring 	<ul style="list-style-type: none"> ▪ Group work
CEA in Implementation and Monitoring – Group work presentations	10.00 – 10.30	30 mins	<ul style="list-style-type: none"> ▪ Sharing plans and learning from each other's work 	<ul style="list-style-type: none"> ▪ Pair groups up, one group presents to the other, before switching around ▪ 5 mins present + 5 mins discussion per group ▪ 10 mins plenary discussion
TEA BREAK	10.30 - 10.45	15 mins		
CEA in Evaluation and Learning	10.45 – 11.30	45 mins	<ul style="list-style-type: none"> ▪ Integrating CEA into evaluations ▪ Involving the community in evaluations ▪ Sharing learning 	<ul style="list-style-type: none"> ▪ CEA in Evaluation and Learning (PPT 8) ▪ Group exercise – evaluation needs
CEA in Emergencies	11.30 – 12.30	1 hour	<ul style="list-style-type: none"> ▪ Integrating CEA into emergency response ▪ Integrating CEA into emergency assessments ▪ Understanding information needs in emergencies 	<ul style="list-style-type: none"> ▪ Group work

			<ul style="list-style-type: none"> Participation and feedback in emergencies Working with others 	
LUNCH	12.30 – 13.30	1 hour		
CEA in Emergencies – Scenario	13.30 – 14.45	1 hour 15 mins	<ul style="list-style-type: none"> Scenario Task – Integrating CEA into an emergency operation 	<ul style="list-style-type: none"> Group work
CEA in Emergencies – Group work presentations	14.45 – 15.30	45 mins	<ul style="list-style-type: none"> Sharing plans and learning from each other’s work 	<ul style="list-style-type: none"> Each group presents their answers to one of the tasks 5 mins plenary discussion per task
TEA BREAK	15.30 – 15.45	15 mins		
Institutionalising CEA	15.45 – 16.15	30 mins	<ul style="list-style-type: none"> Steps to integrate CEA into a National Society strategy and processes Case study of Myanmar Red Cross Society 	<ul style="list-style-type: none"> Institutionalising CEA (PPT 10)
Co-Production and participatory approaches	16.15 – 16.45	30 mins	<ul style="list-style-type: none"> The importance of co-production and participatory approaches 	<ul style="list-style-type: none"> Co-production and participatory approaches (PPT 11)
Recap and closing	16.45 – 17.00	15 mins	<ul style="list-style-type: none"> Feedback from participants 	<ul style="list-style-type: none"> Feedback exercise

DAY FOUR – Feedback Starter Kit

Topic	Time	Length	Key points	Methods / Materials
Recap	09.00 – 09.15	15 mins	<ul style="list-style-type: none"> Brief recap on the previous day’s training 	<ul style="list-style-type: none"> Exercise led by one of the groups
Feedback Starter Kit	09.15 – 10.15	1 hour	<ul style="list-style-type: none"> What is Feedback Starter Kit? What are the benefits of the Feedback Kit? Steps to use the toolkits (from planning to closing the loop) 	<ul style="list-style-type: none"> Feedback Starter Kit (PPT 12) Group discussion

TEA BREAK	10.15 – 10.30	15 mins		
Feedback Starter Kit - Scenario	10.30 – 11.15	45 mins	<ul style="list-style-type: none"> ▪ Scenario ▪ Task – Setting up / adapting feedback starter toolkits (Myanmar context) 	<ul style="list-style-type: none"> ▪ Group work
Feedback Starter Kit – Scenario	11.15 – 13.00	1 hour 45 mins	<ul style="list-style-type: none"> ▪ Scenario ▪ Tasks: <ul style="list-style-type: none"> ▪ Engaging with communities (collecting feedback from communities) ▪ Ensuring the feedback loop is closed 	<ul style="list-style-type: none"> ▪ Interviews with communities
LUNCH	13.00 – 14.00	1 hour		
Feedback Starter Kit – Scenario	14.00 – 15.15	1 hour 15 mins	<ul style="list-style-type: none"> ▪ Tasks: <ul style="list-style-type: none"> ▪ Logging community feedback and complaints ▪ Visualising data through dashboard ▪ Producing simple report ▪ Preparing for presentation 	<ul style="list-style-type: none"> ▪ Group work
TEA BREAK	15.15 – 15.30	15 mins		
Feedback Starter Kit – Group work presentations	15.30 – 16.45	1 hour 15 mins	<ul style="list-style-type: none"> ▪ Sharing plans and learning from each other’s work 	<ul style="list-style-type: none"> ▪ 10 mins present + 5 mins discussion per group
Recap and closing	16.45 – 17.00	15 mins	<ul style="list-style-type: none"> ▪ Feedback from participants 	<ul style="list-style-type: none"> ▪ Feedback exercise

DAY FIVE – CEA Self-Assessment in Country Teams

Topic	Time	Length	Key points	Methods / Materials
Recap	09.00 – 09.15	15 mins	<ul style="list-style-type: none"> ▪ Brief recap on the previous day’s training 	<ul style="list-style-type: none"> ▪ Exercise led by one of the groups

External session	09.15 – 10.30	1 hour 15 mins	<ul style="list-style-type: none"> ▪ To be confirmed 	<ul style="list-style-type: none"> ▪ To be confirmed
TEA BREAK	10.30 – 10.45	15 mins		
CEA self-assessment in country teams	10.45 – 12.00	1 hour 15 mins	<ul style="list-style-type: none"> ▪ Minimum actions to integrate CEA into your ways of working 	<ul style="list-style-type: none"> ▪ Group discussion
CEA Action Plans per Country	12.00 – 13.00	1 hour	<ul style="list-style-type: none"> ▪ CEA action plans at country level 	<ul style="list-style-type: none"> ▪ Group work per country
LUNCH	13.00 – 14.00	1 hour		
CEA Action Plans per Country – presentations	14.00 – 15.30	1 hour 15 mins	<ul style="list-style-type: none"> ▪ Sharing plans and learning from each other's work 	<ul style="list-style-type: none"> ▪ 10 mins presentation per country
TEA BREAK	15.30 – 15.45	15 mins		
Recap and closing	15.45 – 16.30	45 mins	<ul style="list-style-type: none"> ▪ Recap of training objectives and final remarks ▪ Ways forward ▪ Certificates ▪ Evaluation forms 	<ul style="list-style-type: none"> ▪ Recap and next steps ▪ Presentation of certificates ▪ Evaluation form completion