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	▪ Welcome and opening by MRCS, IFRC, ICRC, PNS	▪ Welcome
Security briefing	09.00 – 09.15	15 mins	▪ Security update in Yangon	▪ Presentation
TEA BREAK	**09.15 – 09.30**	**15 mins**		
Introductions	09.30 – 10.00	30 mins	▪ Overview of the course ▪ Introductions	▪ Intros PPT (PPT 1) ▪ Icebreaker ▪ Discussion
What is CEA?	10.00 – 11.00	1 hour	▪ What is CEA? ▪ Examples of CEA ▪ Where does it fit in the Movement?	▪ What is CEA (PPT 2) ▪ Videos / case studies ▪ Group discussion

Topic	Time	Length	Key points	Methods / Materials
			▪ Why CEA is important	▪ Group exercise
What is CEA (continued)	11.00 – 12.00	1 hour	▪ Understanding different element of CEA ▪ CEA and PGI intersection	▪ CEA and PGI intersection (PPT CEA and PGI) ▪ Group exercise ▪ Group discussion
CEA in the programme cycle	12.00 – 13.00	1 hour	▪ Different actions to take to integrate CEA into the programme cycle ▪ Tools and resources to help you	▪ 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	▪ Integrating CEA into assessment phase, including: ▪ Engaging with the communities ▪ Planning what information you need ▪ Analysing your data	▪ CEA in assessments (PPT 4) ▪ Group exercise – accountable assessment ▪ Group exercise – CEA assessment needs
CEA in Assessments - Scenario	15.00 – 16.00	1 hour	▪ Scenario ▪ Task – planning an assessment	▪ 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	▪ Sharing plans and learning from each other's work	▪ 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	▪ Feedback from participants	▪ Feedback exercise

DAY TWO – Planning and Implementation & Monitoring				
Topic	**Time**	**Length**	**Key points**	**Methods / Materials**

Recap	09.00 – 09.15	15 mins	▪ Brief recap on the previous day's training	▪ Exercise led by one of the groups
CEA in Planning	09.15 – 10.30	1 hour 15 mins	▪ How to involve communities in planning ▪ Deciding CEA objectives and activities ▪ Messaging	▪ 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	▪ Scenario ▪ Task – Integrating CEA into programme plans	▪ Group work using desk-top scenario
CEA in Planning – Scenario Group work presentations	11.45 – 12.15	30 mins	▪ Sharing plans and learning from each other's work	▪ 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	▪ How to set up a feedback system ▪ Handling sensitive complaints	▪ 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	▪ Scenario ▪ Task – setting up a feedback and complaint system	▪ Group work
Feedback and Complaints Mechanisms – Scenario Group work presentations	14.45 – 15.15	30 mins	▪ Sharing plans and learning from each other's work	▪ 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	▪ Planning a baseline ▪ Training ▪ Adjusting activities based on feedback and monitoring ▪ Exit strategy	▪ CEA in Implementation and Monitoring (PPT 7) ▪ Videos ▪ Group exercise – monitoring information
Recap and closing	16.45 – 17.00	15 mins	▪ Feedback from participants	▪ 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	▪ Brief recap on the previous day's training	▪ Exercise led by one of the groups
CEA in Implementation and Monitoring - Scenario	09.15 – 10.00	45 mins	▪ Scenario ▪ Task – CEA in implementation and monitoring	▪ Group work
CEA in Implementation and Monitoring – Group work presentations	10.00 – 10.30	30 mins	▪ Sharing plans and learning from each other's work	▪ 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	▪ Integrating CEA into evaluations ▪ Involving the community in evaluations ▪ Sharing learning	▪ CEA in Evaluation and Learning (PPT 8) ▪ Group exercise – evaluation needs
CEA in Emergencies	11.30 – 12.30	1 hour	▪ Integrating CEA into emergency response ▪ Integrating CEA into emergency assessments ▪ Understanding information needs in emergencies	▪ Group work

			▪ 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	▪ Scenario ▪ Task – Integrating CEA into an emergency operation	▪ Group work
CEA in Emergencies – Group work presentations	14.45 – 15.30	45 mins	▪ Sharing plans and learning from each other's work	▪ 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 – 16.45	1 hour	▪ Steps to integrate CEA into a National Society strategy and processes ▪ Case study of Myanmar Red Cross Society	▪ Institutionalising CEA (PPT 10)
Recap and closing	16.45 – 17.00	15 mins	▪ Feedback from participants	▪ Feedback exercise

DAY FOUR – Feedback Starter Kit				
Topic	**Time**	**Length**	**Key points**	**Methods / Materials**
Recap	09.00 – 09.15	15 mins	▪ Brief recap on the previous day's training	▪ Exercise led by one of the groups
Feedback Starter Kit	09.15 – 10.00	45 mins	▪ What is Feedback Starter Kit? ▪ What are the benefits of the Feedback Kit? ▪ Steps to use the toolkits (from planning to closing the loop)	▪ Feedback Starter Kit (PPT) ▪ Group discussion
Feedback Starter Kit - Exercise	10.00 – 11.00	1 hour	▪ Task – Setting up feedback system	▪ Group work

Topic	Time	Length	Key points	Methods / Materials
TEA BREAK	**11.00 – 11.15**	**15 mins**		
Feedback Starter Kit - Exercise	11.15 – 11.45	30 mins	▪ Task – Planning for volunteer training	▪ Group work
Feedback Starter Kit - Exercise	11.45 – 12.15	30 mins	▪ Sharing plans and learning from each other's work	▪ Each group presents their plans ▪ Questions and answers
Feedback Starter Kit - Exercise	12.15 – 13.00	45 mins	▪ Interviewing communities (data collection)	▪ Role play ▪ Interviews
LUNCH	**13.00 – 14.00**	**1 hour**		
Feedback Starter Kit - Exercise	14.00 – 14.30	30 mins	▪ Logging community feedback and complaints ▪ Producing simple report ▪ Preparing for presentation	▪ Group work
Feedback Starter Kit - Exercise	14.30 – 15.30	1 hour	▪ Planning how to address the community feedback	▪ Group work
TEA BREAK	**15.30 – 15.45**	**15 mins**		
Feedback Starter Kit – Group work presentations	15.45 – 16.15	30 mins	▪ Sharing plans and learning from each other's work	▪ Each group presents their plans Questions and answers
Feedback Starter Kit	16.15 – 16.45	30 mins	▪ Reflection of the scenario	▪ Discussions
Recap and closing	16.45 – 17.00	15 mins	▪ Feedback from participants	▪ Feedback exercise

DAY FIVE – CEA Self-Assessment in Country Teams				
Topic	**Time**	**Length**	**Key points**	**Methods / Materials**
Recap	09.00 – 09.15	15 mins	▪ Brief recap on the previous day's training	▪ Exercise led by one of the groups
Sharing session	09.15 – 10.30	1 hour 15 mins	▪ Sharing the best practices and challenges among the National Societies	▪ 5 mins presentation per country ▪ Questions and answers

TEA BREAK	**10.30 – 10.45**	**15 mins**		
CEA self-assessment in country teams	10.45 – 12.00	1 hour 15 mins	▪ Minimum actions to integrate CEA into your ways of working	▪ Group discussion
CEA Action Plans per Country	12.00 – 13.00	1 hour	▪ CEA action plans at country level	▪ 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	▪ Sharing plans and learning from each other's work	▪ 10 mins presentation per country
TEA BREAK	**15.30 – 15.45**	**15 mins**		
Recap and closing	15.45 – 16.30	45 mins	▪ Recap of training objectives and final remarks ▪ Ways forward ▪ Certificates ▪ Evaluation forms	▪ Recap and next steps ▪ Presentation of certificates ▪ Evaluation form completion