

## Red Cross Red Crescent community engagement and accountability training courses

All training materials can be downloaded through [www.communityengagementhub.org](http://www.communityengagementhub.org)

TRAINING COURSE	OBJECTIVE	TARGET AUDIENCE	LENGTH OF TRAINING	AVAILABLE RESOURCES
<b>CEA three-day training curriculum</b>	<p>For National Societies, IFRC, ICRC and partner National Society staff who want to strengthen CEA within their programmes, operations, and institutional ways of working.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>• Purpose and benefits of CEA</li> <li>• How to integrate CEA throughout the programme cycle</li> <li>• CEA in emergency operations</li> <li>• Institutionalizing CEA</li> </ul>	<p>Those with responsibility for planning and managing programme and operations.</p> <p>For example, senior management, sector heads, programme managers, disaster response managers, PMER, PGI, organizational development managers, branch managers.</p>	<p>Three days.</p> <p>Option for senior leadership to join for the first half day introduction to CEA session.</p> <p>A fourth day can be added to carry out a self-assessment and planning workshop.</p>	<p><a href="#">Three-day CEA training pack in English, French and Arabic.</a></p> <p>Includes training guide, PowerPoints with speaker notes; group exercises; facilitator notes; choice of scenario case studies.</p> <p>CEA Tool 3: Self-assessment and planning workshop includes facilitator notes, worksheets, and PowerPoint slides to deliver a one-day CEA self-assessment and planning workshop.</p>

**TRAINING COURSE OPTIONS**

<b>Community engagement training for branch staff and volunteers</b>	<p>To support branch staff and volunteers to improve levels of community engagement within their work.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>• What is community engagement and why does it matter?</li> <li>• Communicating with communities</li> <li>• Community participation</li> <li>• Community feedback and complaints</li> </ul>	<p>Branch staff and volunteers, programme assistants. Anyone involved in delivering programmes and operations, but not planning or managing them.</p>	<p>Two-days</p>	<p><a href="#">Community engagement branch-level training available in English, French and Arabic.</a></p>
<b>CEA in emergencies training courses</b>	<p>Covers the basics that all sectors need to know to achieve a good level of CEA within an emergency response operation.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>• CEA approaches and how they contribute and support response operations</li> <li>• Minimum actions to integrate CEA into operations for each sector</li> <li>• Resources and support available to support CEA in emergencies</li> </ul>	<p>All sectors involved in planning and delivering emergency response operations.</p> <p>For example, health, disaster management, WASH, shelter, relief, food security and livelihoods, cash, MEAL, branch managers.</p>	<p>One-day or 3 hour version available</p>	<p>One-day and three-hour training packs are available in French and English.</p> <p>Includes PowerPoints with speaker notes; group exercises; facilitator notes; choice of scenario case studies.</p>

<b>CEA one-hour introduction</b>	A basic introduction to CEA, its role in supporting quality programming, and minimum actions to integrate it in our work.	Awareness raising session aimed at staff and senior volunteers.	One hour	Presentation in English, French and Arabic, with speaker notes.
<b>CEA briefing session for senior leadership</b>	A short PPT session for senior leadership to explain what CEA is, and the benefits it can have for the organization's reputation, funding and partnerships, efficiency, quality, and financial sustainability.	Senior leadership within the Movement, including secretary generals, directors, heads of sectors and departments, and board and governance	30-60 minutes  Hidden slides which can be included depending on time available	Tool 1: CEA briefing session for senior leadership includes PPT with speaker notes and a guidance note on preparation and delivery
<b>One-day communication and feedback skills training</b>	<p>To support community volunteers to improve their communication skills and manage difficult questions or situations in the community.</p> <p>Content:</p> <ul style="list-style-type: none"> <li>• Why it's important to engage well with communities</li> <li>• Fundamental principles and how they apply to our work with communities</li> <li>• Communication skills</li> <li>• Responding to community feedback</li> </ul>	Volunteers working with communities	One-day	Training pack, with PowerPoints, games, and facilitator notes in English, French and Spanish.

**TRAINING COURSE OPTIONS**

<b>CEA Surge training</b>	<p>The CEA Surge course trains and prepares potential CEA delegates for deployments in emergency operations.</p> <p>The course covers IFRC surge procedures and how to integrate CEA into emergency assessments and planning, as well as core CEA technical skills such as transparent communication, participatory approaches, feedback mechanisms and risk communication. Cross-cutting issues such as protection, gender and inclusion (PGI) and building the capacity of volunteers is also covered.</p>	Red Cross and Red Crescent staff with experience in community engagement and accountability, with a focus on emergencies	Eight days, fully residential	<p>This training is delivered globally by the CEA team. For more information contact <a href="mailto:CEA.Geneva@ifrc.org">CEA.Geneva@ifrc.org</a></p>
<b>Mobile cinema training</b>	Train participants how to plan and run a mobile cinema show to support risk communication and community engagement or social and behaviour change communication.	National Society staff and volunteers at headquarters and branch level. Those involved in delivering health, WASH and disaster risk reduction programmes.	Four days	<p>Training pack with PowerPoints and exercises in English and French. Includes delivery of a live mobile cinema as practice.</p>

<b>Radio chat show training</b>	Train participants how to plan and run a radio chat show, to share information with communities on a wide range of topics and receive calls and messages from listeners.	National Society staff and volunteers at headquarters and branch level. Those involved in delivering health, WASH and disaster risk reduction programmes.	Four days	Training pack with PowerPoints and exercises in English and French. Includes delivery of a live radio show as practice.
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