

Red Cross Red Crescent Community Engagement and Accountability Training Packages

All training materials can be downloaded through <https://communityengagementhub.org/trainings-2/>

Most of the CEA trainings are modular, meaning you can mix and match modules from different training packages depending on the time available and needs and priorities of the organization and participants. Suggestions on how trainings can be adapted and used together in a modular way are included below.

CEA training packages

1. CEA Foundation Training (3.5 days)
2. CEA Training for Branch Staff and Volunteers (2-days)
3. CEA in Emergencies Training (1-day)
4. CEA in Emergencies Module (2-3 hours)
5. Introduction to CEA (1 hour + optional 30min group exercise)
6. CEA Briefing for Senior Leadership (30 mins)
7. Communication Skills and Feedback Training for Volunteers (1-day)
8. CEA Surge Training (8 days)
9. Mobile cinema training materials

TRAINING PACKAGES – JUNE 2022

TRAINING PACKAGE	OBJECTIVE	TARGET AUDIENCE	LENGTH OF TRAINING	AVAILABLE RESOURCES
<p>CEA Foundation Training</p> <p>NEW 2022</p>	<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"> • Purpose and benefits of CEA • Institutionalizing CEA • How to integrate CEA throughout the programme cycle • CEA in emergency operations 	<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>Option for senior leadership to join for the first half day for the introduction to CEA and institutionalization sessions to help build their understanding and buy-in for CEA.</p>	<p>Three and a half days.</p> <p>If less time is available, the final day of sessions which focus on CEA in emergencies can be exchanged for the shorter 2–3 hour CEA in emergencies module below. To make the training fit within 3 days other sessions would be need be shortened or removed.</p> <p>If more time is available, additional days can be added to carry out a self-assessment and planning workshop, a training of trainers, or focus group discussions in communities.</p>	<p>Foundation CEA training pack in English. Face-to-Face and online versions available. Other languages coming soon. The old package is still available in Arabic and French.</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>

CEA Training for Branch Staff & Volunteers	<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"> • What is community engagement and why does it matter? • Communicating with communities • Community participation • Community feedback and complaints 	<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>Community engagement branch-level training available in English, French and Arabic.</p>
CEA in Emergencies Training NEW 2022	<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"> • CEA approaches and how they contribute and support response operations • Minimum actions to integrate CEA into operations for each sector • Resources and support available to support CEA in emergencies 	<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</p>	<p>One-day training pack available in English, as a face-to-face or online version. Other languages coming soon. Older version available in French</p> <p>Includes PowerPoints with speaker notes; group exercises; facilitator notes; choice of scenario case studies.</p>

<p>CEA in Emergencies Module</p> <p>NEW 2022</p>	<p>Rapid overview of the 10 minimum actions to integrate good community engagement in emergency operations.</p> <p>Content:</p> <ul style="list-style-type: none"> • CEA approaches and how they contribute and support response operations • Minimum actions to integrate CEA into operations for each sector • Resources and support available to support CEA in emergencies 	<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>Two-to-three hours</p> <p>PPT session with 1-hour group exercise. Slides can be hidden/ unhidden depending on time available</p>	<p>The emergency module is available in English, as a face-to-face or online version. Other languages coming soon. Old version available in French.</p> <p>Includes PowerPoints with speaker notes; group exercises; facilitator notes; choice of scenario case studies.</p>
<p>Introduction to CEA</p> <p>NEW 2022</p>	<p>A basic introduction to CEA, its role in supporting quality programming, and the minimum actions to integrate good community engagement in our work.</p>	<p>Awareness raising session aimed at staff and senior volunteers.</p>	<p>One hour + an optional 30 min group exercise</p>	<p>Presentation in English, as a face-to-face or online version. Other languages coming soon. Old version is available in French and Arabic</p>

CEA Briefing for Senior Leadership NEW 2022	<p>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.</p>	<p>Senior leadership within the Movement, including secretary generals, directors, heads of sectors and departments, and board and governance</p>	<p>30-60 minutes</p> <p>Hidden slides which can be included depending on time available</p>	<p>Tool 1: CEA briefing session for senior leadership includes PPT with speaker notes and a guidance note on preparation and delivery</p>
Communication and Feedback Skills Training for Volunteers	<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"> • Why it's important to engage well with communities • Fundamental principles and how they apply to our work with communities • Communication skills • Responding to community feedback 	<p>Volunteers working with communities</p>	<p>One-day</p>	<p>Training pack, with PowerPoints, games, and facilitator notes in English, French and Spanish.</p>

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CEA Surge Training	<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>	<p>Red Cross and Red Crescent staff with experience in community engagement and accountability, with a focus on emergencies</p>	<p>Seven days, fully residential</p>	<p>This training is delivered globally by the CEA team. For more information contact CEA.Geneva@ifrc.org</p>
Mobile Cinema Training materials	<p>Train participants how to plan and run a mobile cinema show to support risk communication and community engagement or social and behaviour change communication.</p>	<p>National Society staff and volunteers at headquarters and branch level. Those involved in delivering health, WASH and disaster risk reduction programmes.</p>	<p>Four days</p>	<p>Training pack with PowerPoints and exercises in English and French. Includes delivery of a live mobile cinema as practice.</p>