**Community Engagement and Accountability (CEA) Foundation Training**

**Facilitator Agenda (face-to-face)**

<Add name of organization/region>

**<Add training dates & times>**

#### Objectives of the training

* Define CEA and why it is critical for Red Cross and Red Crescent work
* Steps to institutionalize CEA in your organization and embed it in policies, procedures, and ways of working
* The purpose of community feedback mechanisms and how to set them up
* Minimum actions for CEA in programmes, including during assessments, planning and design, implementation and monitoring, and evaluation and learning
* How to integrate CEA in emergency response operations when there is less time and greater urgency to response
* Explore the CEA toolkit and how this can support programmes and operations to be more accountable to communities.

**PLEASE READ THE CEA TRAINING GUIDE BEFORE DELIVERING THE TRAINING.**

**The start, end, break and lunch times on this agenda can be modified to suit your country or region’s preferences.**

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| **DAY ONE – CEA Introduction & Institutionalization** | | | | |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** |
| **Welcome and opening remarks** | 09.00 – 09.30 | 30 mins | * Welcome and opening speech * Expectations * Outline of the course * Getting to know each other | * PPT 0 Welcome and introductions * Secretary General or Senior Manager to give opening speech * Participant agenda for everyone * Post-it notes |
| **Introduction to CEA** | 09.30 – 10.30 | 1 hour | * What is CEA? * Examples of CEA in action * Why is CEA important * Roles and responsibilities * Commitments and practice | * PPT 1 Introduction to CEA |
| **TEA BREAK** | **10.30 – 10.45** | **15 mins** |  |  |
| **Introduction to CEA - Group work** | 10.45 – 11.30 | 45 mins | * Group exercise bus scenario (30 mins) * Group work feedback (15 mins) | * Intro to CEA Bus Service Exercise Participant * Intro to CEA Bus service Exercise Facilitator |
| **Institutionalizing CEA** | 11.30 – 12.15 | 45 mins | * Why institutionalize CEA * Key steps to institutionalize CEA | * PPT 2 Institutionalization |
| **Institutionalizing CEA - Group work** | 12.15 – 13.00 | 45 mins | * Group exercise (30 mins) * Group work feedback (15 mins) | * Institutionalizing CEA Case Study Participant * Institutionalizing CEA Case Study Facilitator |
| **LUNCH** | **13.00 – 14.00** | **1 hour** |  |  |
| **Feedback mechanisms** | 14.00 – 15.00 | 1 hour | * What are feedback mechanisms? * Why are they important * Types of feedback mechanism * Setting up a feedback mechanism | * PPT 3 Community feedback * Feedback group exercise cards |
| **Feedback mechanisms – Group work** | 15.00 – 15.45 | 45 mins | * Scenario based group exercise to set up a new feedback mechanism | * Feedback scenario Participant * Feedback scenario Facilitator |
| **TEA BREAK** | **15.45 – 16.00** | **15 mins** |  |  |
| **Feedback mechanisms - Group presentations** | 16.00 – 16.30 | 30 mins | * Groups present their group work on community feedback mechanisms | * Feedback scenario Facilitator |
| **Red Talk** | 16.30 – 16.45 | 15 mins | * Talk by a participant on how they are implementing CEA in their work | * Pre-training request for participants to present on their work |
| **Evaluation and close** | 16.45 – 17.00 | 15 mins | * Groups provide feedback on the day | * Post-it notes |

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| **DAY TWO – CEA in Programmes** | | | | |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** |
| **Recap of day one** | 09.00 – 09.15 | 15 mins | * Recap exercise * Address participant feedback about day one | * Recap exercise |
| **CEA in the programme cycle** | 09.15 – 10.00 | 45 mins | * What is the programme cycle? * Minimum actions to integrate CEA across the programme cycle | * PPT 4 CEA in the programme cycle * Programme cycle group exercise cards * CEA in the programme cycle Facilitator * Pre-prepared flip charts for each group |
| **CEA in Assessments** | 10.00 – 11.00 | 1 hour | * Using secondary data * Community participation in assessments * Preparing assessment teams * Context analysis * CEA assessment questions | * PPT 5 CEA in assessments |
| **TEA BREAK** | **11.00 – 11.15** | **15 mins** |  |  |
| **Red Talk** | 11.15 – 11.30 | 15 mins | * Talk by a participant on how their organization/team is implementing CEA in their work | * Pre-training request for participants willing to share their experiences |
| **CEA in Assessments -**  **Scenario group work** | 11.30 – 12.30 | 1 hour | * Scenario-based group exercise to integrate CEA into an assessment | * CEA in Assessments scenario Participant * CEA in Assessments scenario Facilitator |
| **CEA in Assessments – Group presentations** | 12.30 – 13.00 | 30 mins | * Groups present back on their CEA in assessments group work | * CEA in Assessments scenario Facilitator |
| **LUNCH** | **13.00 – 14.00** | **1 hour** |  |  |
| **CEA in Planning** | 14.00 – 15.00 | 1 hour | * Levels of community participation * Community participation in planning * Integrating CEA in plans and budgets | * PPT 6 CEA in planning * Participation methods exercise cards * Participation methods exercise Facilitator * Pre-prepared flip chart |
| **TEA BREAK** | **15.00 – 15.15** | **15 mins** |  |  |
| **CEA in Planning - Scenario group work** | 15.15 – 16.15 | 1 hour | * Scenario-based group exercise to engage communities in planning and integrate CEA activities in a programme plan | * CEA in planning scenario Participant * CEA in planning scenario Facilitator |
| **CEA in planning - Group presentations** | 16.15 – 16.45 | 30 mins | * Groups present back on CEA in planning group work | * CEA in planning scenario Facilitator |
| **Daily evaluation and closing** | 16.45 – 17.00 | 15 mins | * Groups provide feedback on the day | * Post-it notes |

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| **DAY THREE – CEA in Programmes & Emergencies** | | | | |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** |
| **Recap of day two** | 09.00 – 09.15 | 15 mins | * Recap exercise * Address participant feedback about day two | * Recap exercise |
| **CEA in implementation and monitoring** | 09.15 – 10.15 | 1 hour | * Communication with communities * Community participation in managing programmes * Acting on feedback and monitoring data | * PPT 7 CEA in Implementation and Monitoring |
| **Red Talk** | 10.15 – 10.30 | 15 mins | * Talk by a participant on how their organization/team is implementing CEA in their work | * Pre-training request for participants willing to share their experiences |
| **BREAK** | **10.30 – 10.45** | **15 mins** |  |  |
| **CEA in Implementation and Monitoring - Scenario group work** | 10.45 – 11.30 | 45 mins | * Scenario- based group exercise to plan how to respond to and act on feedback and monitoring data | * CEA in implementation scenario Participant * CEA in implementation scenario Facilitator |
| **CEA in Implementation and Monitoring - Group presentations** | 11.30 – 12.00 | 30 mins | Groups present back on their CEA in implementation and monitoring group work | * CEA in implementation scenario Facilitator |
| **CEA in Evaluation and Learning** | 12.00 – 12.45 | 45 mins | * Community participation in evaluation * Questions to ask in evaluation | * PPT 8 CEA in Evaluation and Learning |
| **Red Talk** | 12.45 – 13.00 | 15 mins | * Talk by a participant on how their organization/team is implementing CEA in their work | * Pre-training request for participants willing to share their experiences |
| **LUNCH** | **13.00 – 14.00** | **1 hour** |  |  |
| **The 10 minimum actions for CEA in emergencies** | 14.00 – 15.00 | 1 hour | * Group exercise on the 10 minimum actions for CEA in emergencies * Minimum and advanced measures * Introduction to RCCE * Minimum Action 1 | * PPT 9 CEA in Emergencies * CEA in emergencies minimum action cards |
| **CEA in emergency assessments** | 15.00 – 15.45 | 45 mins | * Understanding community needs and context * How to conduct an accountable assessment | * PPT 9 CEA in emergencies |
| **BREAK** | **15.45 – 16.00** | **15 mins** |  |  |
| **CEA in emergency assessments – group work** | 16.00 – 16.30 | 30 mins | * Scenario - integrating CEA into an emergency needs assessment (20 mins) * Group work presentations (10 mins) | * CEA in emergencies scenario – participant Task 1 * CEA in emergencies scenario – facilitator notes |
| **Daily evaluation and closing** | 16.30 – 17.00 | 30 mins | * Groups provide feedback on the day | * Post-it notes |

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| **DAY FOUR – CEA in Implementation, Evaluation, and Emergency Response** | | | | |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** |
| **Recap of day three** | 09.00 – 09.15 | 15 mins | * Recap exercise * Address participant feedback about day two | * Recap exercise |
| **CEA in response planning** | 09.15 – 10.15 | 1 hour | * Planning the response with communities * Selection criteria, targeting and distributions * Including CEA in response plans and budgets | * PPT 9 CEA in emergencies |
| **CEA in response planning – group exercise** | 10.15 – 10.45 | 30 mins | * Scenario – Involving communities in planning (20 mins) * Group work presentations (10 mins) | * CEA in emergencies scenario – participant Task 2 * CEA in emergencies scenario – facilitator notes |
| **TEA BREAK** | **10.45 – 11.00** | **15 mins** |  |  |
| **CEA during response implementation** | 11.00 – 12.00 | 1 hour | * Sharing information about the response * Community participation in making decisions about the response * Community feedback mechanisms * Listening and acting on community feedback | * PPT 9 CEA in emergencies |
| **CEA during response implementation – group work** | 12.00 – 12.30 | 30 mins | * Scenario – CEA during response implementation (20 mins) * Group work presentations (10 mins) | * CEA in emergencies scenario – participant Task 3 * CEA in emergencies scenario – facilitator notes |
| **CEA in response evaluations** | 12.30 – 12.45 | 15 mins | * Including the community in the evaluation | * PPT 9 CEA in emergencies |
| **Action planning and close** | 12.45 – 13.30 | 45 mins | * Commitments & action planning * Post-test * Evaluation forms * Certificates * Closing remarks | * PPT 10 Next steps and closing * CEA Action plan template * Post-test * Evaluation forms * Certificates * Closing speech |
| **CLOSING LUNCH** | | | | |