**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** |