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

**Facilitator Agenda (online)**

<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 programmes and responses
* 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 – Introduction to CEA & Institutionalization** |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** | **Facilitators** |
| **Welcome and opening remarks**  | 00.00 – 00.45 | 45 mins | * Welcome
* Expectations
* Outline of the course
* Using Zoom and Jamboard
 | * PPT 0 Welcome and introductions
* Participant agenda
* Breakout groups & Jamboard
 |  |
| **Introduction to CEA**  | 00.45 – 01.45 | 1 hour | * What is CEA?
* Examples of CEA in action
* Why is CEA important
* Commitments and practice
 | * PPT 1 Introduction to CEA
* Breakout groups
 |  |
| **TEA BREAK** | **01.45 – 02.00** | **15 mins** |  |  |  |
| **Introduction to CEA - Group work** | 02.00 – 02.45 | 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
* Breakout groups & Jamboard
 |  |
| **TEA BREAK** | **02.45 – 03.00** | **15 mins** |  |  |  |
| **Institutionalizing CEA** | 03.00 – 03.45  | 45 mins | * Why institutionalize CEA?
* Key steps to institutionalize CEA
 | * PPT 2 Institutionalization
* Breakout groups
 |  |
| **Evaluation & close** | 03.45 – 04.00 | 15 mins | * Groups provide day one feedback
 | * Jamboard
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| **DAY TWO – Institutionalizing CEA & Feedback Mechanisms** |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** | **Facilitators** |
| **Recap of day one**  | 00.00 – 00.15 | 15 mins | * Zoom recap poll
* Address day one feedback
 | * Zoom poll
 |  |
| **Institutionalizing CEA - Group work** | 00.15 – 01.00 | 45 mins | * Group exercise (30 mins)
* Group work feedback (15 mins)
 | * Institutionalizing CEA Case Study Participant
* Institutionalizing CEA Case Study Facilitator
* Breakout rooms & Jamboard
 |  |
| **Red Talk** | 01.00 – 01.15 | 15 mins | * Participant presentation on their work
 |  |  |
| **TEA BREAK**  | **01.15 – 01.30** | **15 mins** |  |  |  |
| **Feedback mechanisms**  | 01.30 – 02.30 | 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
* Breakout rooms and Jamboard
 |  |
| **TEA BREAK**  | **02.30 – 02.45** | **15 mins** |  |  |  |
| **Feedback –Scenario group work** | 02.45 – 03.30 | 45 mins  | * Scenario based group exercise to set up a new feedback mechanism
 | * Feedback scenario Participant
* Feedback scenario Facilitator
* Breakout rooms & Jamboard
 |  |
| **Feedback - Group work presentations** | 03.30 – 03.45 | 15 mins | * Groups present back group work on community feedback mechanisms
 | * Feedback scenario Facilitator
* Breakout rooms
 |  |
| **Evaluation & close** | 03.45 – 04.00 | 10 mins | * Groups provide feedback on the day
 | * Jamboard
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| **DAY THREE - CEA in the Programme cycle and Assessments**  |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** | **Facilitators** |
| **Recap of day two**  | 00.00 – 00.15 | 15 mins | * Zoom recap poll
* Address day two feedback
 | * Zoom poll
 |  |
| **CEA in the programme cycle** | 00.15 – 01.00 | 45 mins  | * What is the programme cycle?
* Minimum actions to integrate CEA across the programme cycle
 | * PPT 4 CEA in the programme cycle
* CEA in the programme cycle Facilitator
* Breakout rooms & Jamboard
 |  |
| **Red Talk** | 01.00 – 01.15 | 15 mins | * Participant presentation on their work
 |  |  |
| **TEA BREAK** | **01.15 - 01.30** | **15 mins** |  |  |  |
| **CEA in Assessments** | 01.30 – 02.30 | 1 hour | * Using secondary data
* Accountable assessments
* Context analysis
* CEA assessment questions
 | * PPT 5 CEA in assessments
 |  |
| **TEA BREAK** | **02.30 – 02.45** | **15 mins** |  |  |  |
| **CEA in Assessments -****Scenario group work** | 02.45 – 03.30 | 45 mins  | * Scenario-based group exercise to integrate CEA into an assessment
 | * CEA in Assessments scenario Participant
* CEA in Assessments scenario Facilitator
* Breakout rooms and Jamboard
 |  |
| **CEA in Assessments – Group presentations** | 03.30 – 03.45 | 15 mins | * Groups present back on their CEA in assessments group work
 | * CEA in Assessments scenario Facilitator
* Breakout rooms
 |  |
| **Evaluation & close** | 03.45 – 04.00 | 15 mins | * Groups provide feedback on the day
 | * Jamboard
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| **DAY FOUR – CEA in Planning**  |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** |  |
| **Recap of day three** | 00.00 – 00.15 | 15 mins | * Zoom recap poll
* Address day three feedback
 | * Zoom poll
 |  |
| **CEA in Planning** | 00.15 – 01.15 | 1 hour  | * Levels of community participation
* Community participation in planning
* Integrating CEA in plans and budgets
 | * PPT 6 CEA in planning
* Participation methods group exercise Facilitator
* Breakout rooms & Jamboard
 |  |
| **TEA BREAK**  | **01.15 – 01.30** | **15 mins** |  |  |  |
| **Red Talk** | 00.30 – 01.45 | 15 mins | Participant presentation on their work |  |  |
| **CEA in Planning - Scenario group work** | 01.45 – 02.30 | 45 mins | * Scenario-based group exercise to integrate CEA in planning
 | * CEA in planning scenario Participant
* CEA in planning scenario Facilitator
* Breakout rooms & Jamboard
 |  |
| **CEA in planning - Group work presentations** | 02.30 – 02.45 | 15 mins | * Groups present back on the previous day’s group work on CEA in planning
 | * 6. CEA in planning scenario Facilitator
* Breakout rooms
 |  |
| **TEA BREAK**  | **02.45 – 03.00** | **15 mins** | *Only use this break if training is running late – otherwise do the evaluation and close early* |  |  |
| **Daily evaluation and closing** | 02.45 – 03.00 | 15 mins | * Groups provide feedback on the day
 | * Jamboard
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| **DAY FIVE – CEA in Implementation & Monitoring and Evaluations** |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** | **Facilitators** |
| **Recap of day four**  | 00.00 – 00.15 | 15 mins | * Zoom recap poll
* Address day four feedback
 | * Zoom poll
 |  |
| **CEA in implementation and monitoring**  | 00.15 – 01.15 | 1 hour | * Communication with communities
* Community participation
* Acting on feedback & monitoring data
 | * PPT 7 CEA in Implementation and Monitoring
* Breakout rooms
 |  |
| **TEA BREAK** | **01.15 – 01.30** | **15 mins** |  |  |  |
| **CEA in Implementation - Scenario group work** | 01.30 – 02.00 | 30 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
* Breakout rooms & Jamboard
 |  |
| **CEA in Implementation - Group work presentations** | 02.00 – 02.15 | 15 mins | * Groups present back on their CEA in implementation and monitoring group work
 | * CEA in implementation scenario Facilitator
* Breakout rooms
 |  |
| **Red Talk** | 02.15 – 02.30 | 15 mins | * Participant presentation on their work
 |  |  |
| **TEA BREAK** | **02.30 – 02.45**  | **15 mins** |  |  |  |
| **CEA in Evaluation and Learning** | 02.45 – 03.30 | 45 mins | * Community participation
* Questions to ask in evaluation
 | * PPT 8 CEA in Evaluation and Learning
* Breakout rooms
 |  |
| **Daily evaluation and closing** | 03.30 – 04.00 | 30 mins | * Groups provide feedback on the day
* *Potential to finish early*
 | * Jamboard
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| **DAY SIX – CEA in Emergency Operations** |  |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** | **Facilitators** |
| **Recap of day five** | 00.00 – 00.15 | 15 mins | * Zoom recap poll
* Address day five feedback
 | * Zoom poll
 |  |
| **The 10 minimum actions for CEA in emergencies** | 00.15 – 01.15 | 1 hour | * Group exercise on the 10 minimum actions for CEA in emergencies
* Minimum and advanced measures
* Introduction to RCCE
 | * PPT CEA in Emergencies
* Breakout rooms & Jamboard
 |  |
| **TEA BREAK** | **01.15 – 01.30** | **15 mins** |  |  |  |
| **CEA in emergency assessments** | 01.30 – 02.15 | 45 mins | * Understanding community needs and context
* How to conduct an accountable assessment
 | * PPT CEA in emergencies
 |  |
| **CEA in emergency assessments – group work** | 02.15 – 02.45 | 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
* Breakout rooms
 |  |
| **TEA BREAK** | **02.45 – 02.55** | **10 mins** | *Shorter second break on this day only* |  |  |
| **CEA in response planning**  | 02.55 – 03.55 | 1 hour | * Planning the response with communities
* Selection criteria, targeting and distributions
* Including CEA in response plans and budgets
 | * PPT CEA in emergencies
 |  |
| **Daily evaluation and closing** | 03.55 – 04.00 | 5 mins | * Groups provide feedback on the day
 | * Jamboard
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| **DAY SEVEN – CEA in Emergency Operations** |
| **Topic** | **Time** | **Length** | **Key points** | **Resources needed** | **Facilitators** |
| **Recap of day six** | 00.00 – 00.15 | 15 mins | * Recap exercise
* Address day six feedback
 | * Zoom poll
 |  |
| **CEA in response planning – group exercise** | 00.15 – 00.45 | 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
* Breakout rooms
 |  |
| **Red Talk** | 00.45 – 01.00 | 15 mins | * Participant presentation on their work
 |  |  |
| **TEA BREAK**  | **01.00 – 01.15** | **15 mins** |  |  |  |
| **CEA during response implementation**  | 01.15 – 02.15 | 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 CEA in emergencies
* Breakout groups and Jamboard (Feedback exercise)
 |  |
| **CEA during response implementation – group work** | 02.15 – 02.45  | 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
* Breakout rooms
 |  |
| **TEA BREAK**  | **02.45 – 03.00** | **15 mins** |  |  |  |
| **CEA in response evaluations**  | 03.00 – 03.15 | 15 mins | * Including the community in the evaluation
 | * PPT CEA in emergencies
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| **Next steps and closing** | 03.15 – 04.00 | 45 mins | * Action planning
* Post-test
* Evaluation forms
* Certificates
* Closing remarks
 | * PPT 10 Next steps and closing
* Post-test
* Evaluation forms
* Certificates
* Closing speech
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