**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 |  |
| **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 |  |