listening and responding to communities in [country]

BACKGROUND

The [NS/organisation] has identified Community Engagement and Accountability as a strategic priority area to support diverse programme delivery and its disaster preparedness and response capacities. A fundamental pillar of CEA centres around establishing, implementing and managing a well-functioning and sustainable feedback mechanism. A community feedback mechanism comprises the tools and processes for

* receiving feedback,
* managing, analysing, and sharing feedback data,
* ensuring feedback is acted upon and
* providing communities with a response and informing them of the actions taken.

To ensure the feedback mechanism will be able to support all departments and the vision is agreed and clear to everyone, a feedback workshop is organized.

BACKGROUND

The objective of the community feedback workshop is to define a clear vision for the feedback mechanism and agree on the concrete roles and responsibilities needed for a sustainable and effective mechanism.

PACTICIPANTS

The target audience for the workshop are the key members of the organization whose roles have a direct impact on the success of the feedback mechanism. This includes leadership, relevant programme and operations staff, community engagement and accountability, information management, planning, monitoring, evaluation and reporting, protection, gender and inclusion colleagues. If feasible it is recommended to include community representatives in the workshop.

AGENDA

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| TIME | DURATION | TOPIC | RESOURCES |
| 09.00 – 09.30 | 30’ | **Welcome and introductions**   * Welcoming words form leadership emphasizing the importance of the workshop * Purpose of the workshop and agenda for the day * Introduction ice breaker and questions | PPT slides |
| 09.30 – 09.50 | 20’ | **What is a feedback mechanism**   * What it comprises * Examples and types of feedback mechanisms * The feedback cycle * Why it is important to collect feedback | PPT slides |
| 09.50 -10.20 | 30’ | **Overview of previous and current efforts**   * Previous and ongoing activities * If a feedback mechanism is already in place: How does it work? | PPT slides |
| 10.20 – 10.35 | 15’ | **COFFEE BREAK -** |  |
| 10.35 – 11.00 | 25’ | **Determining the scale of a feedback mechanism**   * Where will data be collected? * Where will it be analysed? * Is there available support on a different level? | PPT slides  Tool [“Determining the scale of a feedback mechanism”](https://docs.google.com/document/d/1EzRh6qzOjJDOoIUPIWtxOU3v-iyHY24I?rtpof=true&authuser=evaelisabeth.erlach%40gmail.com&usp=drive_fs)  (printed or projected) |
| 11.00 – 12.00 | 60’ | **Defining the feedback channels**   * Types of communication channels for feedback mechanisms * Ways to collect community feedback * Sensitivity and criticality of feedback * Discussion of available and potentially additional communication channels | PPT slides  Tool [“Defining the channels for your feedback mechanism”](https://docs.google.com/document/d/1Hp2nQTRcTAXDyhVeKvyxqlCmjVxY3xq4?rtpof=true&authuser=evaelisabeth.erlach%40gmail.com&usp=drive_fs)  Results of data collection on communication channels |
| 12.00 – 13.00 | 60’ | **LUNCH BREAK -** |  |
| 13.00 – 14.00 | 60’ | **Mapping the information flow**   * Clarify what type of information will be received * Discuss who needs to see what kind of information and draft a referral framework * Draw the information flow | PPT slides  Tool [“Mapping the information flow”](https://docs.google.com/document/d/1Hp2nQTRcTAXDyhVeKvyxqlCmjVxY3xq4?rtpof=true&authuser=evaelisabeth.erlach%40gmail.com&usp=drive_fs) |
| 14.00 – 15.00 | 60’ | **Mapping and agreeing on roles and responsibilities and needed additional support**   * Review steps and specific tasks along the feedback cycle and assign concrete responsibilities | Tool [“ Mapping and agreeing on necessary roles, responsibilities, and resources for a feedback mechanism”](https://docs.google.com/document/d/1Hp2nQTRcTAXDyhVeKvyxqlCmjVxY3xq4?rtpof=true&authuser=evaelisabeth.erlach%40gmail.com&usp=drive_fs) |
| 15.00 – 15.15 | 15’ | **Wrap up and close**   * Reflections on the workshop and agree next steps | PPT slides |