Training remotely: sharing of tips and best practices for capacity building in remote management

Capacity Development Working Group, Global CCCM Cluster

Tuesday, 14th April 2020, 2.00PM – 3.30PM (CET)

Speakers

Mamdouh Tello,
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Emmanuelle Lacroix,
Foundation Partnership Development Manager
for DisasterReady.org

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Remote Capacity Development Guidance Note

The Capacity Development working group prepared a guidance document to support CCCM practitioners in remote capacity development and provide tips and ideas on…

…how to continue providing capacity building, mentoring and coaching activities for field staff and affected communities, adapting them to situations where access to displacement sites is not possible or is extremely limited

The document is structured around remote trainings and webinars

Remote Trainings

When only a limited number of team members can access a displacement sites re-training camp teams might be needed to support delivery essential services to the displaced communities.

When in person trainings are not an option, the trainer must consider that communication dynamics in virtual or remote training are different from face to face interactions

Trainers know that when designing and conducting a training, is essential to consider that adults learns primarily through experiences and that trainings targeting adults should always have a participatory approach: this remains valid for remote trainings too

Adopt a participatory approach

- Keep things practical and context specific

    - **When re-training your team, consider to assign team members to mentor one another**

- **Mix methodologies**

    - **For example mix remote training sessions with individual assignments…**
    - **… e-learning with remote training sessions**

- **Find the right balance for your capacity development activities**

    - **Prefer short sessions, with a limited number of participants**
    - **Use breakout sessions to conduct group work**

Choose the right platform

- **Use telecommunication platforms, social media and think outside the box**

  - **There is not just Skype or Whatsapp, think about using Facebook or tiktok to make short videos**

- **Mix different platform**

  - **For example a skype session with your team can be accompanied by a shared file to log in and track team assignment**

- **Be mindful of your target group`s different technology expertise and impediments**

  - **Distribute equipment**
  - **Consider which platform works better with low connectivity**
  - **Involve your target group on what would be their preferences**

Monitor and Evaluate

- Monitor and evaluate your capacity development activities, even when they happen remotely, will give you the opportunity to verify the transfer of knowledge as well as adjust your methodology.

- Use online survey to evaluate the transfer of knowledge…
- …and/or have individual follow up with the participants!
- To evaluate the training, consider launching poll where results can be seen in real time at the end of the session.

Webinars

Webinars are another effective methodology for remote capacity development, when the facilitator wants to focus a discussion over a specific topic, and involve different speakers to contribute

Webinars can be recorded and later on be used to contribute to other capacity development activities

- **Planning is key every successful capacity development initiative:**

  - **Choose the best method to announce the webinar based on your target group**
  - **Consider in advance what would be the best platform to host your webinar depending from connectivity, adaptability of the platform to different devices (for example phones or tablets), number of expected participants and possibility to support full-video breakout rooms**
  - **Consider to kick off your webinar with general information slides, explaining ground rules and how to ask questions**

Make it interactive

- **Help participants to retain information making the webinar interactive and keep the participants engaged**

  - Ask the participants to keep their camera on
  - For larger groups, online polling or surveys are a good option to involve participation
  - Make a good use of the chat function
  - Encourage participants to ask questions and share experiences
  - Run breakout sessions
  - Monitor and evaluate

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'CCCM IN COVID-19' WEBINARS:

More details in https://cccmcluster.org/events

Operationalizing standards: Sphere and the COVID-19 response in camp settings
Recording: https://www.youtube.com/watch?v=zcI-N7kjqBg

Community Engagement and Participation during the response to COVID-19 in camp and camp-like settings

Recording: https://www.youtube.com/watch?v=1vl8wYwRH0s&t=353shttps://www.youtube.com/watch?v=1vl8wYwRH0s&t=353s

Training remotely: sharing of tips and best practices for capacity building in remote management
Tue, 21/04/2020 - 14:00 (CET)

Covid-19: Digital communication with communities remote programming
Tue, 28/04/2020 - 14:00 (CET)

Covid-19: remote management challenges in engaging with state and non-state actors
Tue, 05/05/2020 - 14:00 (CET)

Thank you

Capacity Development Working Group

Email: cccmcapacitydevelopment@gmail.com

Link: https://cccmcluster.org/capacity-development

Global CCCM Cluster Website: https://cccmcluster.org/

Global CCCM Cluster COVID-19 Resources Page: https://cccmcluster.org/Covid-19

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