



EFFECTIVE FACILITATION SKILLS FOR TRAINERS



“Our brain’s most remarkable feature is that it enables us to think about how we think.”

**KABUL, AFGHANISTAN
OCT 27-31, 2013**

DACAAR

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Table Of Contents

DACAAR	3
CAWST	3
WORKSHOP BASICS	3
WORKSHOP OBJECTIVES	3
FACILITATION TEAM.....	4
PARTICIPANTS	4
PARTICIPANTS EXPECTATIONS.....	5
RECOMMENDATIONS	5
CONCLUSION	5
APPENDIX I: PARTICIPANT LIST	7
APPENDIX II: WORKSHOP EVALUATIONS.....	8

DACAAR

DACAAR (Danish Committee for Aid to Afghan Refugees) is a Danish non-governmental, humanitarian organization that supports sustainable development in Afghanistan through promoting the ability of local communities to decide upon and manage their own development process. Activities are implemented in co-operation with civil society organizations, the private sector and governmental institutions with a particular emphasis on poverty eradication and assistance toward the return and re-integration of internally displaced people.

In partnership with CAWST, one of DACAAR's key programs is as a Water Expertise and Training Centre to provide water and sanitation training to WASH stakeholders and technical consulting to newly forming or existing WASH programs.

CAWST

CAWST is a Canadian non-profit organization focused on the principle that clean water changes lives. Safe water and basic sanitation are fundamentals necessary to empower the world's poorest people and break the cycle of poverty. CAWST believes that the place to start is to teach people the skills they need to have safe water in their homes. CAWST transfers knowledge and skills to organizations and individuals in developing countries through education, training and consulting services. This ever-expanding network can motivate individual households to take action to meet their own water and sanitation needs.

WORKSHOP BASICS

WORKSHOP TITLE	Effective Facilitation Skills for Trainers
HOST	DACAAR
FINANCIAL SUPPORT	Norplan
LOCATION	Kabul, Afghanistan
DATES	Oct 27-31, 2013
TARGET AUDIENCE	DACAAR WET Centre trainers as well as government and non-government organizations.

WORKSHOP OBJECTIVES

The primary objectives of this Workshop were to:

- Explain and practice the key knowledge, skills and attitude of an effective trainer
- Explain how the brain learns and the process of learning
- Discuss different learning styles and how to organize lessons to address these learning styles

- Demonstrate how and when to use a variety of training methods to add value and flow to the workshop
- Discuss the importance of a safe learning environment on learning capacity and how to create such an environment for participants
- Demonstrate how to effectively facilitate participatory activities
- Chunk information to break topics into manageable pieces for the brain to easily process and learn
- Develop a lesson with a familiar topic that includes an effective introduction, a participatory activity, chunking, and a proper conclusion while achieving intended objectives and addressing different learning styles
- Practice self-assessment and goal setting

To meet these objectives, DACAAR/CAWST focused on experiential learning to better understand how learning occurs and therefore, understand what learners need. Through activities and discussions all of the objectives were addressed practically.

FACILITATION TEAM

The team was comprised of the following people:

- Moni Brar – International Education & Training Advisor, CAWST
- Shir Ahmad Safi – WET Centre Deputy Manager, DACAAR
- Muska Meeran – WET Centre Trainer, DACAAR
- Azeem Barat – WET Centre Manager, DACAAR
- Zahidullah Momand - WET Centre Trainer, DACAAR
- Shir Habib – WET Centre Trainer, DACAAR

PARTICIPANTS

There were 22 participants at the workshop. The participants represented 10 different organizations ranging from international NGOs, local NGOs and government organisations. 7 (or 32%) of the participants were women.

The organizations represented included:

- DACAAR
- Aga Khan Foundation
- Care International
- Norwegian Afghanistan Committee
- Ghazni Rural Support Program
- Ministry of rural rehabilitation and development
- Kabul Orthopedic Organization
- Action Law Control Faim
- Medicines San Frontier

A complete list of participants is in Appendix I.

WORKSHOP ACTIVITIES WORTH NOTING

PARTICIPANTS EXPECTATIONS

- Learn new training methodology
- Understand how to use lesson plans
- How to create a safe learning environment
- How to give feedback effectively
- Use of participatory training methods
- How to gauge needs of participants
- Learn how to increase the skills, knowledge and attitudes related to a specific topic

RECOMMENDATIONS

1. Remember that the learning expectations describe what the participants will be able to do by the end of the lesson. Learning expectations should use words that demonstrate increased knowledge, improved skills or changes in attitude.
2. The introduction of the lesson is not an introduction of the trainer, but rather, a part of the lesson plan. It is an activity that links participants' past knowledge or experience to the learning expectations. It should be interesting and motivating to catch the participants' interest.
3. To help participants link learning across lessons, emphasize the learning expectations at the beginning and end of every session.
4. To help participants understand key concepts, provide opportunities for participants to practice and apply new information or skills.
5. Develop participatory learning activities and teach with all three learning styles in mind (auditory, visual, and kinesthetic), not only auditory.
6. 'Chunking' is an effective technique to divide content into smaller components in order to avoid over-loading the learner's brain.
7. Feedback is a valuable tool for both trainers and participants and it comes in many forms including suggestions, questions, comments, and observations. To build confidence, share positive feedback that highlights the successes.

CONCLUSION

This was a successful workshop for DACAAR, CAWST and the participating organizations despite the large class size and varying past experiences of the participants.

.All of the participants' expectations for the workshop were met. In addition, it was also an excellent opportunity for five of the DACAAR WET Centre trainers to demonstrate their increased capacity in training by using participatory training techniques, a variety of new energizers, and new review activities in their facilitation of workshop sessions. As well, one new WET Centre trainer attend the workshop.

The facilitating team established strong and supportive relationships with the participants over the course of the workshop. The feedback from final evaluations indicates the workshop participants found the workshop content to be new and useful for their work. Many of them are experienced trainers and have participated in previous Train-the-Trainer workshops, but they found this workshop to be quite different and very innovative. Participants expressed a high degree of motivation for carrying their learning from the workshop into their work of training and building capacity of others. Both the participants and trainers were keen to maintain contact to provide ongoing support.

APPENDIX I: PARTICIPANT LIST

No	Name	Designation	Organization	Mobile #	Email
1	Aziza	Trainer	AKF	77861216	Aziza.mohammadi@akf.org
2	Mohammad Saber	Infrastructure Manager	ACF	700584427	
3	Hazrat Shah	NRM Manager	CARE Inter	799155458	Hazrat.zazi@yahoo.com
4	Sohrab	National Health Adviser	DACAAR	796809050	Sohrabkakh.kakar@gmail.com
5	Khori Gul	Health Educator	DACAAR	700550263	
6	Mohammad Mustafa	Hygiene Facilitator	DACAAR	798707104	Engm.mustafa_furgani@yahoo.com
7	Fahima	Hygiene Facilitator	DACAAR	794280460	
8	Mohammad Naser	Procurement Officer	DACAAR	700584427	Nasir_hakimi@yahoo.com
9	Ahmadullah	Trainer	DACAAR	791810956	aazizi@dacaar.org
10	Neelofar	Trainer	DACAAR	797011012	Faisal@dacaar.org
11	Yar Moahmmad	H. Sanitation Coordinator	NAC	790698228	Dr.bayan@nacaf.org
12	Zuhra	Trainer	KOO	793435235	zuhrajb@yahoo.com
13	Masooma	Trainer	ACF		
14	Neelofar	Trainer	MSF	791710776	Ahmadin64@yahoo.com
15	Shamsullah	Trainer	GRSP	783907981	Shamsullah-shams90@yahoo.com
16	Said Najeebullah	Trainer	ACTED	77408575	Kabul.livelihood@acted.org
17	Abul Ahad	Trainer	MRRD	775961827	Payenda.ahad@yahoo.com
18	Mansoor	Coordinator	MRRD	707973243	Mansoor.mudaser@yahoo.com
19	Ramazan	Engineer	MRRD	796870068	Ramazan.akbari71@yahoo.com
20	Abdul Mujib	Engineer	MRRD	777307068	abdulmujibsamadi@gmail.com
21	Soraya	Trainer	MRRD	700592293	Eng.sorayaqurishi@yahoo.com
22	Fahimullah	Trainer	DACAAR	787473898	fahimullah@dacaar.org

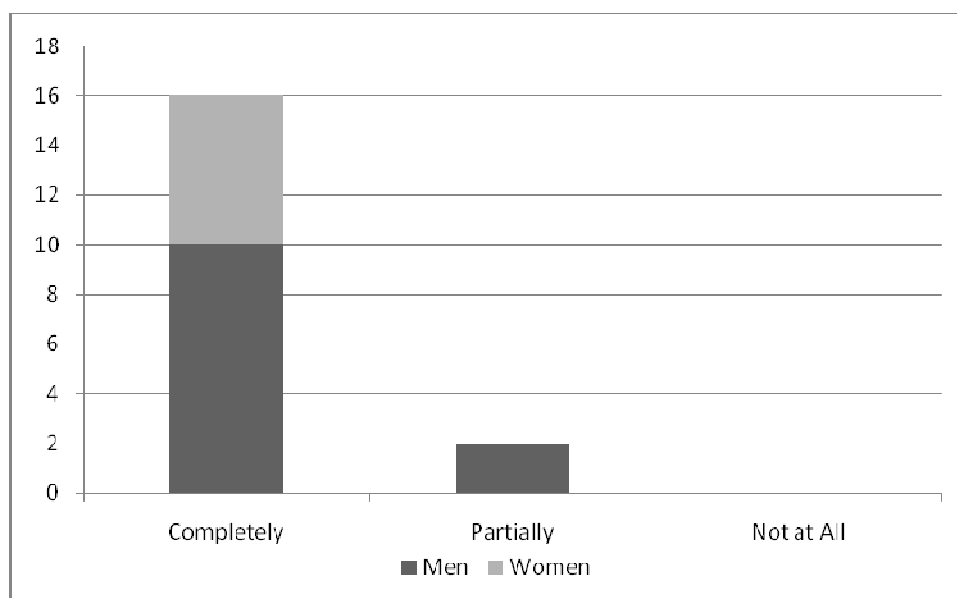
APPENDIX II: WORKSHOP EVALUATIONS

Evaluation Results:

The following are a summary of the results of the evaluation distributed to participants at the end of the workshop. There were 18 evaluations returned.

1. *Did the workshop meet your expectations?*

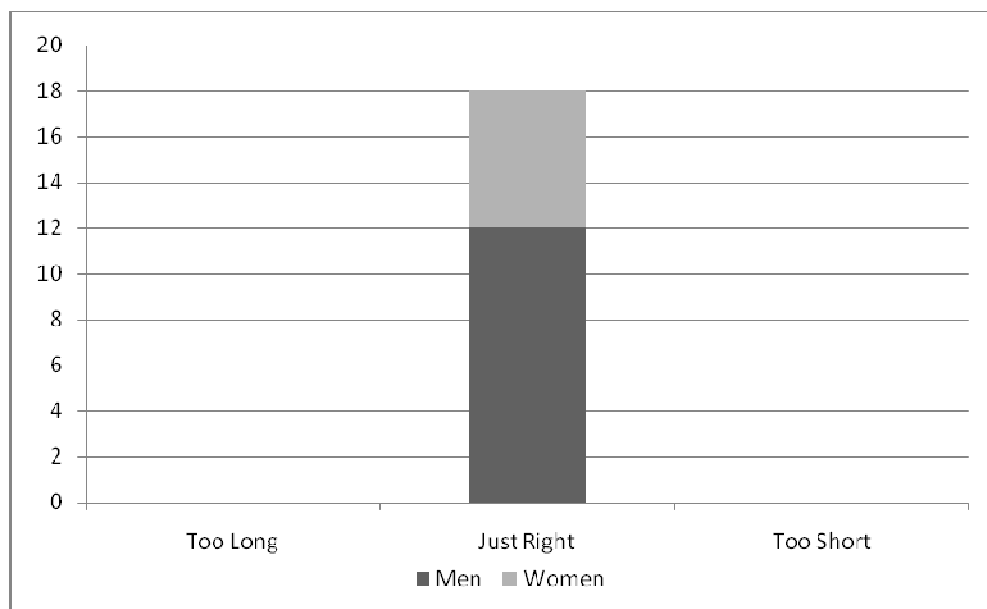
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- Yes the training was just perfect.
- This workshop made me very happy because I got very new and fresh information.
- It was fantastic because I gain more knowledge and experience.
- I really appreciate. It was very effective and useful.
- I like this training because it was conducted in participatory way and everyone actively participated.
- Everything was just organized and going well according to the schedule.

2. What do you think about the overall length of the workshop, considering the limits on your time and the topics discussed?

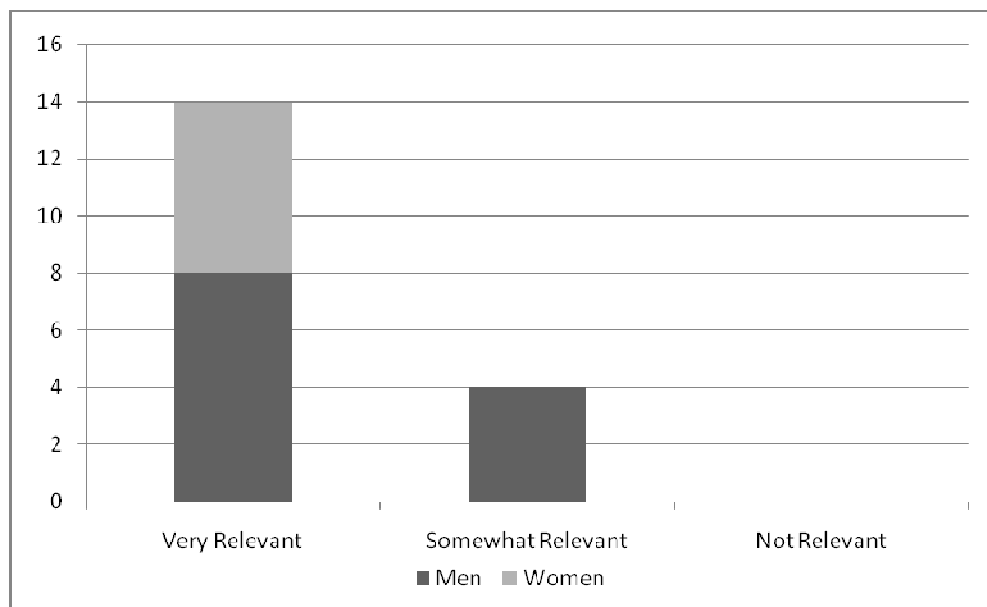
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- It was very good and useful training.
- I think we had enough time and we could manage to learn the topics.
- Yes, everything was organized in a good way.
- Time planning was good as the participants and trainer could cover all the topics and issues.
- I think we need more time for this workshop as, it is very good training for new trainers.
- The days were just perfect. I mean the learning materials and the days were equal.

3. How relevant was the workshop to your needs or your organization's needs?

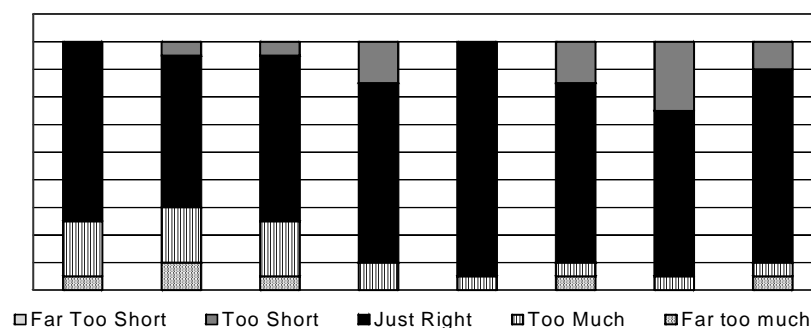
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- The content of the workshop was relevant to our organization and learning needs.
- It was relevant to my job and knowledge.
- I am a trainer, so I think all of the knowledge and skills were relevant to my needs.
- The workshop met some of my needs.
- It was somehow related with our job and it was useful.
- I am looking forward to participate in other workshops of DACAAR in the future.

4. How was the time balance (the amount of time spent) for each item below?

(Right click the table below and select 'Edit Data'. A spreadsheet will open up. Enter responses on "Response" sheet. When complete, close the spreadsheet.)



5. Which part of the workshop was the most useful? Please explain.

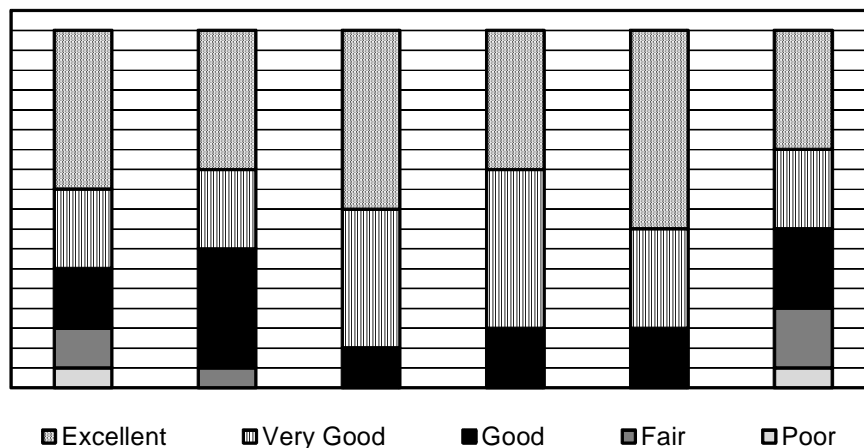
- How to make an effective lesson plan.
- The whole workshop was satisfactory.
- Group work and participatory activities.
- I like the methodology which was used in the training specially the energizers.
- Parts of the lesson plan.
- Chunking and the session of feedback.
- The review was very interesting because it was a good opportunity to practice the new information and everyone can participate.

6. Which part of the workshop was the least useful? How would you improve this part? Please explain.

- Nothing.
- Everything was just right.
- All parts of the workshop was useful and constructive.
- For me the whole workshop was very interesting.
- If possible please use such energizer which is very close to our custom and culture.
- In the future please don't spent more time for small topics.
- How the brain learn was less useful.

7. How would you rate the quality of the items below?

(Rightclick the table below and select 'Edit Data'. A spreadsheet will open up. Enter responses on "Response" sheet. When complete, close the spreadsheet.)



8. Would you like more information on any topics? Would you like to have a workshop on any other topics? Please explain

- All the topics were perfect and covered according to the agenda.
- For me the most interesting was the participatory method which was done by the participants, and chunking with 3 stars.
- If possible please deliver some topics in PowerPoint.
- Everything was just perfect.

- Nil.
- I need extra information about how to teach more participants with different levels.
- We want more educational and academic information.
- In the future please invite the relevant people.

9. Do you have any other comments about the workshop, CAWST or other issues in general? Please explain.

- Everything was perfect by having a good environment during the training.
- Thanks form all the facilitators which they were all very patient and energetic.
- Nothing. Thank you very much for supporting and encouraging us.
- All the topics were nice and the environment was very friendly and enjoyable for me.
- We would like to thanks form all the facilitators of the workshop and the respected DACAAR organization which provide us such good opportunity to learn.
- I don't have any idea.
- We are looking forward to have such workshops in the future too.
- I think you covered the whole agenda in three days but you spent more time.

10. Are you a woman or man?

<i>Total number of women</i>	<i>Total number of men</i>
6	12