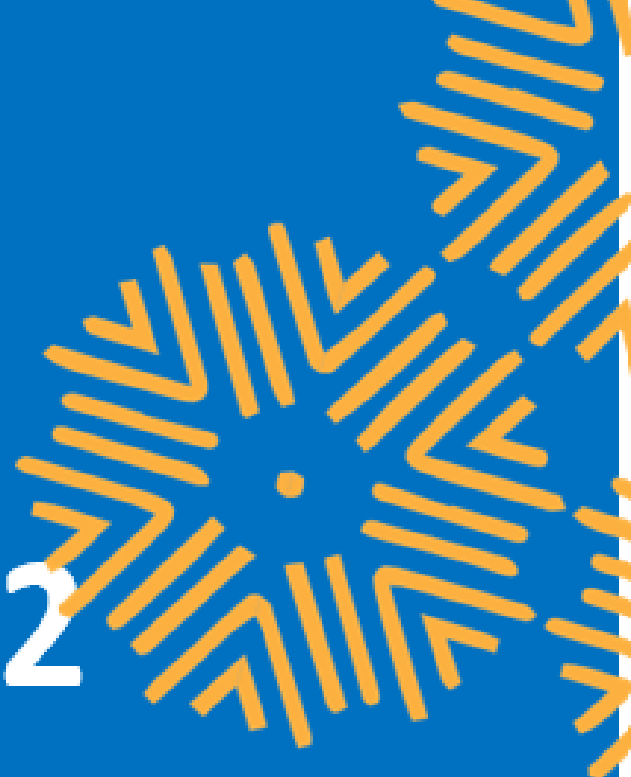


GUIDE FOR FACILITATORS

MODULE 12



SOCIAL ACCOUNTABILITY AND COMMUNITY ENGAGEMENT



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GUIDE FOR FACILITATORS

Module 12: Social Accountability and Community Engagement

INTRODUCTION

Welcome to the facilitators guide for the Social Accountability and Community Engagement Module. This comprehensive resource is designed to equip you with the necessary tools, strategies, and insights to effectively lead participants through the module's objectives. As facilitators, you play a crucial role in creating an engaging and inclusive learning environment where participants can explore the concepts of social accountability and the importance of community engagement in promoting transparency and responsiveness in governance.

Within this guide, you will find a detailed overview of the session structure, key content areas, and a variety of interactive methods aimed at enhancing participant engagement. Each section is thoughtfully organized to facilitate the flow of the module, ensuring that essential topics are addressed while fostering meaningful discussions and practical applications.

We encourage you to familiarize yourself with the content and methodologies presented in this guide so that you can adapt them effectively to the unique needs of your participants. Your experience and expertise are invaluable assets in this learning journey. By leveraging your skills alongside the resources provided in this guide, you will empower participants to understand and implement strategies for enhancing social accountability and fostering active community engagement.

Throughout this facilitator's guide, participants will benefit greatly from additional insights and resources found in the ***Handbook for Improving Organizational and Programming Capacities of Youth-Led Civil Society Organizations in Lesotho***. This handbook serves as a vital companion in enhancing the understanding and skills required for effective organizational and programmatic efforts.

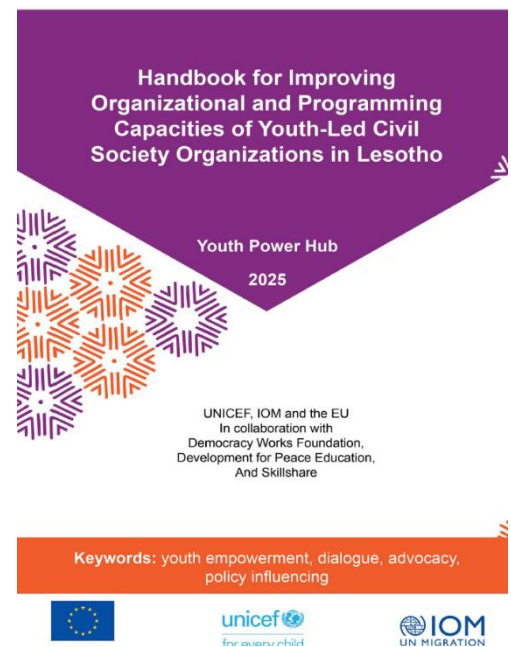


Figure 1 Key Reference Document

Together, let us create an enriching experience that inspires our participants to embrace social accountability as a vital mechanism for ensuring that their voices are heard and their needs are addressed. Thank you for your dedication to this important work and for being an integral part of this journey.

WHO SHOULD FACILITATE THIS MODULE

A trainer for this module on social accountability and community engagement should possess a strong background in civic engagement, public policy, or social justice within civil society organizations (CSOs). Ideally, this individual will have experience in promoting community participation, monitoring government accountability, and facilitating processes that empower citizens. Trainers may also come from backgrounds in grassroots organizing, advocacy, or research organizations, ensuring they bring valuable insights and practical knowledge to participants.

Given the target audience, it is essential for the trainer to be proficient in Sesotho to facilitate effective communication and engagement. Additionally, the trainer must demonstrate strong facilitation skills to create an inclusive and interactive learning environment that empowers participants to hold authorities accountable and engage their communities effectively.

GUIDING PRINCIPLES

- Successful training should be based on prior needs assessment.
- Each training session should involve a minimum of two facilitators. One facilitator will serve as a rapporteur, responsible for recording issues that arise during the workshop. These notes can then be synthesized into a brief addendum to this training manual to support future capacity building.
- The training workshop should be participatory, ensuring that each participant is involved and given a chance to speak or raise questions.
- The number of participants should not exceed 30 to maximize interaction and enhance the learning potential of the initial face-to-face training and feedback.

TRAINING METHODS

A participatory methodology is encouraged, utilizing adult learning methodologies.

- Be participatory – avoid excessive presentations/monologues.
- Be supportive to each participant.
- Vary training methods including group discussions, role plays, case studies, and practical engagement exercises.

- Create spaces for participants to share experiences and strategies, fostering inspiration and collaboration.
- Be relevant by addressing the context and realities faced by participants when discussing social accountability and community engagement.
- While English will be the medium of communication, utilize Sesotho when necessary.

Examples of Participatory Training Methods

Trainers are encouraged to employ interactive methods to promote active participation and ensure that learning objectives are met. Recommended methods include:

- Plenary group discussions
- Small group work
- Role plays and simulations
- Case studies
- Brainstorming sessions
- Practical engagement activities

TRAINING MATERIALS/TOOLS

The following materials will be needed throughout the training:

- ❖ Flipcharts for note-taking, Projector/screen, prestik
- ❖ Laptop
- ❖ Adhesive paper
- ❖ Markers in different colors
- ❖ Writing materials, including note pads and pens/pencils
- ❖ Electrical connection points (if classroom-based)

a) Managing Time

Time management is always a challenge in training workshops. Each trainer should allocate time for each specific sub-section to ensure that the key concepts of the module are addressed, tailoring the program to meet the participants' needs. Identify a timekeeper and ensure the agenda is followed. Avoid encroaching on breakfast and lunch time.

b) Preparations

- Preparation is key to successful workshops. Arrive early each day to set up materials and equipment and arrange furniture and audio-visual equipment in a manner that fosters learning and teamwork.
- A more informal arrangement is generally more comfortable than a traditional auditorium setup.
- Ensure that the physical environment is comfortable, well-lit, and adequately equipped. Create an atmosphere where participants feel accepted, respected, and supported.

- Given that training employs a combination of didactic and interactive techniques, the workshop room should be equipped with tables and chairs that can be easily rearranged. For interactive activities, informal arrangements are preferable. Arrive early to organize the room properly.
- Print agenda and case studies in advance.
- Prepare facilitation materials, especially markers and flip chart paper.
- Plan an energizer in between the sessions.

(f) Resources Required to Facilitate Learning

- Articles and materials on social accountability concepts.
- Case studies showcasing successful community engagement initiatives.
- Tools for measuring accountability and community participation.

(h) Proposed Agenda and Run of Show

This course typically requires a full day; however, given time constraints, the session can be condensed to about 2 hours.

Content	Time Allocated	Key Content	Method and Resources Needed
Introduction of the Module & Learning Outcomes	10 minutes	<ul style="list-style-type: none"> - Introduce the session, emphasizing the importance of social accountability and community engagement. - Outline the length and structure of the module. - Encourage questions for clarification as needed. 	PowerPoint presentation/Flip chart
Understanding Social Accountability	15 minutes	<ul style="list-style-type: none"> - Discuss the definition and importance of social accountability. - Highlight the role of 	Plenary discussion followed by presentation

		citizens in holding authorities accountable.	
Community Engagement Strategies	20 minutes	<ul style="list-style-type: none"> - Discuss effective strategies for engaging the community in decision-making processes. - Facilitate a group activity where participants share their engagement experiences. 	Buzz groups
Monitoring and Evaluation for Accountability	25 minutes	<ul style="list-style-type: none"> - Introduce tools and methods for monitoring government activities and services. - Engage participants in a practical exercise to evaluate community accountability initiatives. 	Monitoring templates/Group activity
Practical Exercise: Action Planning	20 minutes	<ul style="list-style-type: none"> - Provide a scenario where participants must develop an action plan for engaging their community around an accountability issue. - Facilitate group discussions on findings. 	Printed scenario and action planning templates
Conclusion	15 minutes	<ul style="list-style-type: none"> - Summarize key points discussed during the module. - Encourage participants to apply learnings to their 	Presentation with key takeaways and resource handouts

		<p>communities and advocate for accountability.</p> <ul style="list-style-type: none"> - Distribute resource handouts. 	
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Annex 1: Agenda

Time	Content	Key Activities
09:00 - 09:10	Introduction of the Module & Learning Outcomes	<ul style="list-style-type: none"> - Welcome participants - Introduce the session's objectives and importance of social accountability and community engagement - Outline the length and structure of the module - Encourage questions for clarification
09:10 - 09:25	Understanding Social Accountability	<ul style="list-style-type: none"> - Discuss the definition and importance of social accountability - Highlight the role of citizens in holding authorities accountable
09:25 - 09:45	Community Engagement Strategies	<ul style="list-style-type: none"> - Discuss effective strategies for engaging the community in decision-making processes - Facilitate a group activity where participants share their engagement experiences
09:45 - 10:10	Monitoring and Evaluation for Accountability	<ul style="list-style-type: none"> - Introduce tools and methods for monitoring government activities and services - Engage participants in a practical exercise to evaluate community accountability initiatives

10:10 - 10:30	Practical Exercise: Action Planning	<ul style="list-style-type: none"> - Provide a scenario where participants must develop an action plan for engaging their community around an accountability issue - Facilitate group discussions on findings
10:30 - 10:50	Break	<ul style="list-style-type: none"> - Allow participants to network and refresh
10:50 - 11:05	Conclusion	<ul style="list-style-type: none"> - Summarize key points discussed during the module - Encourage participants to apply what they've learned to their communities and advocate for accountability - Distribute resource handouts
11:05 - 11:15	Session Evaluation	<ul style="list-style-type: none"> - Distribute evaluation forms for participants to provide feedback on the session

Annex 2: Session Evaluation

Training Title: SOCIAL ACCOUNTABILITY AND COMMUNITY ENGAGEMENT

Date: _____

Location: _____

Facilitator(s): _____

Please take a few moments to complete this evaluation form. Your feedback is valuable in improving future training sessions.

1. Content Evaluation	1 (Poor)	2 (Fair)	3 (Good)	5 (Excellent)
Clarity of objectives				
Relevance of the topics discussed				

Depth of information provided				
Engagement of participants				
Practical application of concepts				
Overall quality of the training				
2. Delivery Evaluation	1 (Poor)	2 (Fair)	3 (Good)	5 (Excellent)
Knowledge of the facilitator(s)				
Clarity of presentation				
Ability to engage participants				
Responsiveness to questions				
Overall delivery style				

1. Application of Learning

How do you plan to apply what you learned in your organization?

2. Additional Comments

Please share any additional feedback you may have:

2. Additional Comments

CONCLUSION

As we conclude the Social Accountability and Community Engagement Module, take a moment to reflect on the insights gained and the collaborative discussions nurtured throughout the session. Your role as a facilitator is essential in guiding participants toward a deeper understanding of the principles of social accountability and the significance of meaningful community engagement in fostering transparent and responsive governance.

The objective of this module is to empower participants to adopt effective strategies for promoting social accountability and engaging their communities in decision-making processes that affect their lives. By utilizing the interactive methods outlined in this guide, you have the opportunity to create an engaging learning environment that encourages meaningful dialogue and practical application of accountability and engagement techniques.

As you lead future sessions, continue to encourage participants to share their experiences and challenges. This open dialogue not only enriches the learning process but also cultivates a sense of community and shared responsibility among the organizations represented.

Thank you for your commitment to this important work. Your dedication to empowering civil society organizations through effective social accountability and community engagement practices is commendable, and the positive impacts of your efforts will resonate throughout the communities they serve. We look forward to hearing about the successes and transformative changes that arise from your facilitation of this module. Best wishes as you continue on this journey, and may your efforts lead to lasting improvements in accountability and community participation.

