

# Using the Toolkit and Acquiring Training Skills



1  
Tool



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# **Tool 1**

# **Using the Toolkit and Acquiring Training Skills**

John McAndrew



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## **The Geneva Centre for the Democratic Control of Armed Forces (DCAF)**

The Geneva Centre for the Democratic Control of Armed Forces (DCAF) promotes good governance and reform of the security sector. The Centre conducts research on good practices, encourages the development of appropriate norms at the national and international levels, makes policy recommendations and provides in-country advice and assistance programmes. DCAF's partners include governments, parliaments, civil society, international organisations and the core security and justice providers such as police, judiciary, intelligence agencies, border security services and the military.

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- Maan News Agency
- Wattan TV
- Palestinian Center for Development and Media Freedoms (MADA)

# Introduction

## The media in the security sector

In established democracies, free and independent media play a crucial role in overseeing the work of core security and justice providers. The media inform citizens about the work of law enforcement and defence institutions. They encourage people to question decisions made by executive, legislative or judicial authorities on key issues related to public safety and security. The media also fulfil a watchdog function by shedding light on abuses and cases of mismanagement by formal security sector institutions. From the point of view of the authorities, engaging constructively with the media can add to their own legitimacy and that of security and justice providers. In parallel, citizens can enhance their understanding of what the security sector is and how it works thanks to well researched media reporting on related issues.

Journalists and other members of the media often acknowledge the importance of strengthening their role in security sector governance. However, many media practitioners still face various obstacles and tend to encounter special challenges when reporting on security-related topics. These challenges can include: blocked or restricted access to information that is considered sensitive; a lack of trust between security institutions and the media; and an under-developed awareness of their own role and modern definitions of security. Journalists and other members of the media may also lack a sufficient working knowledge of relevant media laws and legislation. They are often not systematically aware of the particular issues to be considered when covering a specific security-related event. In addition, they are often unaware of the impact social media can have on security sector coverage.

As a partial response to the challenges faced by journalists and other members of the media, the Geneva Centre for the Democratic Control of

Armed Forces (DCAF) has produced this toolkit for trainers. While the toolkit has been developed in the Arab region and provides practical examples from this region, it has been designed to be used by media trainers in any region of the world.

## Background

The Geneva Centre for the Democratic Control of Armed Forces (DCAF) promotes democratic security sector governance and security sector reform.

As part of its long-term assistance programme to Palestinian security sector reform, DCAF has assisted civil society and media in strengthening their public oversight role in the security sector. In particular, it has fostered an on-going involvement with various Palestinian media organisations since 2008.

During the first phase of its involvement, DCAF conducted a consultative process of conferences, workshops and training needs assessments through which Palestinian media practitioners evaluated their strengths and weaknesses in assuming their oversight role in the security sector. The results of this process<sup>1</sup> have shown that journalists often lack specific training on how to conduct oversight of the security sector.

In the second phase, DCAF has developed this training toolkit to present and discuss the role of journalists in overseeing the security sector and the different skills and methods journalists can use for this purpose. The toolkit aims to build on journalists' existing knowledge and includes sessions on developing an understanding of the security sector, security sector reform and governance, media laws, access to information,

<sup>1</sup> These results have been documented in several publications. See: *The Palestinian Media and Security Sector Governance*, Geneva: DCAF, 2009; *Access to Information and Security Sector Governance*, Geneva: DCAF, 2010; *Palestinian Media Legislation and Security Sector Governance*, Geneva: DCAF, 2011.

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planning stories related to security and a session on social media and security sector governance.

In the third phase, DCAF cooperated with the Palestinian satellite TV channel 'Wattan TV' to conduct a first joint pilot training workshop using these materials, in Ramallah. The workshop focused on further enhancing the capacity of Palestinian journalists in reporting on security-related issues. As an integral part of the training workshop, the trainees were given the opportunity to cover meetings of community safety councils at governorate level and in this way apply and test their newly acquired skills.

Since this first pilot training workshop, the sessions in the toolkit have been used and tested many times, both as stand-alone sessions and as a whole course. Feedback from these training workshops and courses has been invaluable in revising and further developing the materials and activities used in this manual.

# Using the training toolkit

## Overview

The training toolkit has been designed to be used as a whole training course, which covers five different topics relevant to the media and security sector governance. The five topics may also be used individually, as 'stand-alone' training sessions.

The training toolkit consists of one introductory tool (Tool 1) and five training tools. The tools are:

Tool 1. Using the Toolkit and Acquiring Training Skills

Tool 2. The Media and Security Sector Governance

Tool 3. Media Freedom and Security Sector Governance

Tool 4. Access to Information and Security Sector Governance

Tool 5. Reporting Community Safety

Tool 6. Social Media and Security Sector Governance

It is envisaged that additional tools may also be developed and added based on further needs.

## The toolkit user

Tool 1 offers information for the trainer on how to use the toolkit and on useful training skills. It also includes introduction and conclusion training sessions, to be used when giving the training course as a whole. Tools 2 to 6 are training sessions. These can be used as stand-alone sessions or together to form the more comprehensive training course.

## Target audience

The materials in the toolkit are intended to be read and used by media trainers with expertise in security sector governance and reform.

The target audience for the training course itself is mainly journalists and editors/producers but can be extended to include any member of the media.

The ideal number of participants for the training course is around 15 participants.

## Using the toolkit in the trainer's context

The training tools included in the toolkit have been developed based on needs analysis and pilot trainings of journalists in the occupied Palestinian territory in 2011-2012. Specific materials developed for use in the occupied Palestinian territory have been made more generic for use in any other country. However, if possible, the trainers should conduct some form of needs assessment in their own context. From the results of such assessments, the trainers can understand which training tools to use, prioritise or adapt.

Trainers can also choose to use part of a session or to rearrange the order of the activities if desired. However, they should be aware that some of the activities in a session follow each other, and one activity may often build on a previous one.

## The structure of a training session

A training session consists of the following elements:

1. **The introduction** lists the learning objectives and focus questions for each tool. It also lists the handouts and trainer resources that are used in the tool.
2. **The session plan** gives a full overview of the training session. It is a guide for the trainer to get a quick understanding of the session. It is also used as a quick reference to help the trainer to keep track of activities and of timing during the training.

3. **The description of activities** explains in more detail how to carry out the activities listed in the session plan individually.
4. **The handouts** are given to the participants during the sessions. They are easily photocopied and can include:
  - Worksheets with tasks for the participants to complete
  - Hard copies of PowerPoint presentations
  - Summaries of key information
  - Extracts of relevant publications
5. **The trainer resources** provide supporting information for the trainer. They also provide sets of questions to allow the trainer to prepare country-specific activities. They can include:
  - Summaries of international best practices
  - Sets of questions from which to construct a country-specific handout
  - Examples of activities performed in the occupied Palestinian territory

The activities in the session are designed to be used in the order suggested in the session plan, as one exercise often builds on an exercise before. However, the sessions are a resource from which the trainer can make adaptations and changes as deemed fit. The trainer is expected to adapt the sessions in the light of the objectives that have been set, the country/cultural environment in which the training takes place and the specific needs and capacities of the participants.

## **Types of activities**

The types of activities in the sessions are designed to involve the participants. They are expected to build their own understanding of the concepts and issues presented. Often this means encouraging participants to work and provide feedback in groups rather than 'teaching' them topics in a non-participative way.

Trainers might nevertheless be advised to make PowerPoint presentations. The training tools do include handouts with PowerPoint

presentations, which may be adapted by the trainer as required. However, the trainers are encouraged to use a minimum number of slides. It is also recommended that they use images or other types of documents that are likely to trigger participants' attention and active participation. The trainer may provide the participants with a hardcopy of the presentation before or after it is shown. The trainer may also ask the participants to discuss a question in pairs before asking for feedback.

## **Meeting the needs of the participants**

Meeting the needs of the participants is perhaps the most crucial element of any training course.

The training sessions presented in the toolkit have been developed based on a needs analysis of journalists in the occupied Palestinian territory with the support of international experts.

Appendix A (p. 39) shows an example questionnaire of a needs assessment for use with potential participants of a training activity on media and security sector governance.

Appendix B (p. 42) gives an example of guiding questions to use with focus groups when conducting a needs analysis.

There are key points for the trainer to consider when adapting materials to the target groups. These points include:

- **Knowing the audience.** It can be useful to find out as much as possible about the participants beforehand, including role, gender, age, attitudes, culture, experience, education, personality, religious background. This will allow the trainer to appreciate the differences in their skills and experience and to draw on their strengths and expertise throughout the training. It will also allow the trainer to identify where the greatest common need is for improvement in knowledge.
- **Offering a variety of activities.** This will enhance the participants' appreciation of each other's skills and responsibilities, and allow everybody to experiment with

different ways of how to express him/herself freely.

- **Being sensitive to local hierarchies.** If there are several persons from the same organisation with different levels of authority, the trainer should take care not to include activities that could cause them to 'lose face' in front of each other.

## **Starting the training**

Unless they have been selected with the purpose of creating a homogeneous group, participants may be from a variety of backgrounds and professional competencies. It is therefore important that they feel comfortable in each other's company. If this is the first time they have come together, the trainer must make them feel safe. Participants should know that their views and qualities will be respected and that the learning experience will remain confidential. The session is designed for confidence building and thus requires the creation of an environment of trust.

### **Introductions**

The trainer should provide a period for introductions during which the participants introduce themselves to each other. This allows everyone to know who is present, and his/her professional background. In addition, the trainer can give out name badges to the participants.

### **Programme overview**

The trainer should provide a clear and precise explanation of the objectives of the training, its duration and the physical or technical constraints (e.g. lunchtimes, accommodation, etc.). The choice of programme should be open for discussion, and if necessary, changes made, depending on the make-up of the group, the time available and the various needs and expectations of the participants. Participants will want to be informed about how the time will be allocated, so that they can anticipate their own needs, e.g., for important telephone calls.

### **Ground rules**

It is very important that the trainer and the participants jointly establish some ground rules that will apply for the duration of the training. In this way, participants will be encouraged to respect the common agreements. Poor timekeeping, for example, is something that can have a negative impact on the learning process. It is also wise to make a rule about attending the sessions on time and respecting the break times. The use of mobile phones during the sessions should also be banned if possible. These and other rules should be written on a chart and, if possible, hung on a wall to be visible to the participants during the training.

### **Participants' expectations**

It is important to gather the participants' expectations before the training starts. This information will help the trainer fine-tune the focus of the course. It can also be used as a reference to check with participants that their expectations are being met during relevant activities. Knowing the expectations enables the trainer and participants to evaluate later whether those expectations were met. Participants' expectations can also be written on a chart and hung on a wall.

### **Participants' knowledge**

The trainer should ascertain the general level of knowledge that already exists among the participants, so that the sessions can be 'pitched' at the right level. Ideally this information will have been ascertained before the training, most likely as part of the needs assessment process.

## **A suggested schedule for the training course**

A suggested schedule for the use of the tools in this training toolkit is shown on the next page.

## **Tool 1. Using the Toolkit and Acquiring Training Skills**

### **The Role of the Media in Security Sector Governance: Course Overview**

<b>Day</b>	<b>Date</b>	<b>Sessions &amp; Tools</b>
1	<i>Date</i> 09.30 - 15.00 (including lunch)	Tool 1. Introduction session Tool 2. The Media and Security Sector Governance
2	<i>Date</i> 10.00 - 15.00 (including lunch)	Tool 3. Media Freedom and Security Sector Governance
3	<i>Date</i> 10.00 - 15.00 (including lunch)	Tool 4. Access to Information and Security Sector Governance
4	<i>Date</i> 10.00 - 15.00 (including lunch)	Tool 5. Reporting Community Safety
5	<i>Date</i> 09.30 - 16.00 (including lunch)	Tool 6. Social Media and Security Sector Governance Tool 1. Conclusion session Graduation

# Acquiring Training skills

This section gives a brief overview of skills that are important for the trainer. It includes an outline of different ways that people learn, a discussion of what makes a good trainer, examples of efficient training techniques, tools, warmers and energizers.

## Appreciating different ways of learning

As a trainer, it is valuable to be aware of the different ways that different people learn. Awareness of these different learning styles can help when designing and conducting a training programme.

This section contains a description of the various ways in which adults can receive and remember information.

An adult person receives information through three main sensory receivers:

- Sight
- Hearing
- Movement

However, one or more of these aspects is normally dominant. The dominant aspect defines the best way for a person to learn new information. But this aspect may not always be the same for all situations. A person may prefer one style of learning for one task and a combination of other styles for another task. In training, it is important to present information using all three aspects, so that all types of learners can get the most out of the training.

### Learning by sight

Visual learning may be linguistic or spatial. Persons who are *visual-linguistic learners* like to learn through written language tasks, such as reading and writing. They remember what has been written down, even if they do not

read it more than once. They like to write down directions, and they pay better attention to presentations such as projected PowerPoint slides.

To facilitate visual-linguistic learners, the trainer can:

- Use handouts
- Give written tasks
- Use visual written presentations (e.g. with PowerPoint)

Persons who are *visual-spatial learners* usually have difficulty with written language and do better with charts, demonstrations, videos, and other visual materials. They easily visualise faces and places by using their imagination, and they seldom get lost in new surroundings.

To facilitate visual-spatial learners, the trainer can:

- Use graphs, charts, illustrations
- Include outlines, agendas, handouts for reading and taking notes
- Include content in handouts to re-read after the session
- Supplement textual information with illustrations
- Show diagrams and then explain them

### Learning through hearing

For persons who learn best by hearing, the trainer can:

- Begin new material with a brief explanation of what is coming, and conclude with a summary of what has been covered. ("Tell them what they are going to learn, teach them, and then tell them what they have learned.")

- Include aural activities, such as brainstorming, etc.
- Leave plenty of time to debrief activities. This allows for connections to be made between what participants have learned and how it applies to their situations
- Ask the participants to verbalise their questions
- Develop a dialogue between the participants and the trainer

### **Learning by movement**

Those who learn best by movement tend to lose their concentration if there is too little external stimulation or movement. When listening to lectures they may want to take notes. When reading, they like to scan the material first ('get the big picture'), and then to focus on the details. They like to use coloured highlighters and to draw pictures or diagrams.

To facilitate these learners, the trainer can:

- Use activities that get the participants up and moving
- Use coloured markers to emphasise key points on flipcharts or white boards
- Give frequent 'stretch' breaks
- Provide highlighters, coloured pens/pencils
- Have the participants transfer information from the text to another medium, such as a flipchart

### **For training adults, it is important to remember that:**

#### ***Adults learn from experience***

The participants doing the training will probably have a wealth of experience, skills and ideas. They should be encouraged to use examples and share 'lessons learned' from their previous experiences as much as possible. Never assume that the participants know nothing about the subject matter.

#### ***Adults learn best from their peers***

The participants will receive and respect information they receive from their fellow professionals.

#### ***Adults learn best through discussion***

Try and use discussion as much as possible because it enables participants to be both learners and teachers. Lectures are less effective as teaching methods.

#### ***Adults learn best from those of similar age and similar background***

Encourage the participants to share their knowledge with one another.

#### ***Adults learn what they want to learn, what they are interested in and what they think will be useful to them in their lives***

Training materials should be clearly relevant to the subject taught. The trainer should be ready to adapt the materials provided in this manual to the experience and knowledge of the participants.

#### ***As adults grow older their powers of observation and reasoning often grow stronger***

This ability to observe, think and analyse means that in adult education everyone in the workshop is potentially a learner and a teacher.

### **What makes a good trainer?**

Some qualities of a good trainer, such as sensitivity and commitment, depend on the individual personality of the trainer. However, experience and awareness can improve everyone's skills.

#### ***Sensitivity towards the feelings of others***

A good trainer will help to create and sustain an environment of trust and openness where everyone feels safe to speak honestly and where differences of opinion are respected. Most people will not articulate their discomfort, hurt feelings or anger; instead they will silently withdraw from the discussion. Sensing how people are feeling and knowing how to respond is an important skill in training.

### **Sensitivity to the feeling of the group as a whole**

In any group, the whole is greater than the sum of its parts. Group 'chemistry' generally reflects shared feelings. A group may be eager, restless, angry, bored, enthusiastic, suspicious or even frivolous. Establishing a collaborative dynamic is essential to a good learning environment.

### **Sensitivity to the status and capacity of the individual participants in the group**

In a multi-stakeholder group there will be participants with very different backgrounds and outlooks. A good trainer will be sensitive to how each participant perceives himself/herself and the others in the group. It can take time to build trust between participants and to create the environment in which participants will be comfortable with each other.

### **Ability to listen**

It is important to ensure that everyone feels acknowledged, included and has the opportunity to participate. Paying close attention to what is said and how it is said, asking for clarification and not being carried away by the need to push the group along can all help the trainer to sense the feelings of individuals and the group.

### **Ability to hold people's attention**

Body language, tone of voice, manner of dress, can all affect the way participants will react to a trainer. A trainer who appears confident will give participants confidence that they are in good hands and will learn something important. A trainer who uses his/her hands in an expressive manner will give participants a feeling of being included. A good trainer will speak clearly, face the participants and dress appropriately.

### **Ability to draw information from participants**

Engaging the participants in the activities and also the processes of the workshop will ensure that participants are involved and feel a part of what is happening. This can then help the participants be open to learning from each other.

### **Tact**

Sometimes the trainer has to take unpopular actions or say awkward things for the good of the group as a whole. The ability to do so carefully

and kindly is important. A trainer needs particular tact to deal with emotional situations respectfully but also firmly.

### **Honesty**

A trainer should be honest with participants about the limits to his/her own knowledge. Instead of pretending to know the answer to a difficult question, the trainer should see if another participant knows the answer, or undertake to find out the answer and bring the correct information at another time.

### **Commitment to collaboration**

Collaborative learning can seem frustrating and inefficient at times. It can be tempting for a trainer to take on the traditional role of 'teacher' and to lead rather than facilitate. A good trainer will realise the empowering value of collaborative learning and will establish a collaborative relationship with participants in which the responsibility for learning rests with the whole group.

### **A sense of timing**

A trainer needs to develop a good sense for the timings during training. The trainer should know when to bring a discussion to a close, when to change the topic, when to cut off someone who has spoken for too long, when to let the discussion continue over the allotted time and when to let silence continue for a little longer. Timing is also important to provide the structure for learning. This includes setting and observing the times for the sessions, putting time limits on presentations, keeping to the agenda and starting and finishing on time.

### **Flexibility**

A trainer must plan the sessions but must also be ready to revise the plans in response to a situation if that will make the learning experience more successful. Opportunities may present themselves in which it is appropriate to call on the talents and experiences of people in the group or to use resources suggested by the participants. Flexibility towards delaying or bringing forward breaks in the session can also help to prevent the group from losing its concentration or becoming bored.

### **A sense of humour**

A trainer's ability to laugh at himself/herself, and to share the laughter of others, enhances the learning experience for everyone. The creation of a warm and friendly atmosphere will make people feel comfortable and open to learning.

### **Good organisational skills**

The trainer must make sure that the 'housekeeping' tasks are done, such as the preparation of materials, the arrangement of the meeting space and providing essential information to participants. Good organisation will give the participants confidence that they are going to learn something important.

### **A positive attitude towards the participants**

Participants will react well when their opinions and contributions are treated with respect. A good trainer will find a positive way to react to the participants, even when she is correcting something or disagreeing with something.

### **A trainer is NOT:**

#### ***The person in charge***

The whole group is responsible for learning. The role of the trainer is to facilitate that to happen. Therefore the group should participate in deciding the agenda for the training.

#### ***A lecturer***

The trainer is a co-learner with the other participants; he/she is exploring the subject as an equal partner and contributing his/her own experiences.

#### ***Necessarily an expert***

Although the trainer will have prepared the sessions, she may not know as much about some parts of the course as some of the other members of the group.

#### ***The centre of attention***

A good trainer generally speaks less than the participants. Instead she draws the participants into the discussion or activity.

### **An arbiter**

In collaborative learning, no one determines that some opinions are correct or more valid than others although factual inaccuracies may need to be clarified.

### ***The maid***

While the trainer takes the leadership in coordinating the sessions, he/she should not be the only person to take responsibility for the tasks associated with the training course.

## **Examples of training techniques and tools**

In this section the trainer will find a number of suggestions for techniques and tools that can be used in the training room. A trainer should feel free to bring other material and other techniques to the training sessions. It is important to use a variety of techniques that involve the learner, with an emphasis on practical activities, lively discussions and creative and memorable presentations. It is also important that the trainer chooses exercises or techniques that will 'fit' the training outcome or learning objective and not just because the trainer prefers them.

## **Training techniques**

### ***Brainstorming***

This is an idea generation technique. It consists of a rapid discussion that allows everyone to make their suggestions, or to provide their information. The group is given a topic and is then asked to come up with opinions, ideas and experiences on the topic, with everyone contributing in a rapid and short way. Ideas are allowed to flow freely, without evaluation. Only a short amount of time is allowed, as it is the quantity of the ideas which is important, not the quality. The technique allows participants to realise that there can be many ways in which to look at a problem. While the ideas are being collected, the trainer or a chosen participant can use keywords to summarise the ideas on the flipchart.

### **Nominal group technique**

This is an alternative to brainstorming. It allows for the generation of ideas and then the choice of a preferred course of action. A problem is presented to the group, and the participants are invited to come up with as many solutions as possible. The proposed solutions are written on a flipchart. When all the ideas are recorded, the participants are invited to discuss each one. The result is that the participants reach a clearer understanding of the problem. Later the participants can vote for their preferred solutions.

### **Dialogue**

This is a technique whereby the trainer sets the scene of a problem and then invites comments from the participants. This allows for a wide variety of contributions to be made by the participants, so they can learn from each other. It also allows for the trainer to correct any misunderstandings or incorrect suggestions.

### **Working groups**

Small working groups to discuss a particular problem enable participants to express their own ideas and opinions as well as listen to the others. Working in small numbers together, each one will be obliged to contribute to the effort. The groups are given a problem to solve and a limited time in which to discuss it and come up with their responses. Each group can nominate a facilitator and someone to take notes. When the time is up, one of the nominated persons presents the work of the group to the general audience of participants. If the responses from all of the groups are likely to be very similar, the trainer can ask each group to only present its 'different' conclusions to the whole group.

### **Pair work**

Similar to group work, pair work allows each participant to contribute to an issue under discussion. Compared to asking a question to the whole group and receiving individual answers, the facilitator can ask the same question to the group but arranged as pairs of learners. Depending on the time available, and the importance of the topic being discussed, the facilitator can then choose to receive feedback from every pair, several pairs, or one pair only.

### **Monitoring**

In group work and pair work the facilitator should monitor the discussions. This allows the facilitator to understand which group/pair has the 'right' answer, which group/pair has an alternative answer, which issues to raise with the whole group and where to give support if needed.

### **Panel discussions**

If there is good relevant expertise among the participants at a training session, a panel discussion is a good way in which to share that expertise with everyone. A panel is chosen with two or three persons who have specific knowledge and expertise on a relevant topic. They are asked to make a short presentation to the whole group and then there is a 'Question and Answer' session during which the group clarifies the information given, or contributes other opinions and information.

### **Role-plays**

These are ways to practice skills. They are created situations or 'plays' in which participants are required to act a part. Role-plays need to be fully thought out by the trainer in advance of the session and the expectations clearly explained to the participants. Each one needs to know the part they will play and have a description of what their character will do, or is able to do. If a journalist is asked to play the part of a victim, for example, he has to place himself/herself in the situation of the victim and will realise how powerless he/she can be in that situation. Role-plays can be a very enjoyable way in which to learn, but care is needed to avoid participants moving away from the point of the exercise, or exceeding their 'role' within the role-play. It is also important to be sensitive to the willingness of participants to play a part. Some people do not like to pretend as part of a learning endeavour or to act in front of the group and may resist this form of participation.

### **Warmers and energisers**

These are games designed to help participants to get to know each other and to feel comfortable with each other. They are important in creating a sense of trust between the participants. Games also help to clear the mind so that participants can concentrate better. The trainer should

choose the games that are appropriate for the particular participants and that will suit the mood of the group. Games can also be used during or between sessions if the trainer feels that it would help the group to work better together. It is important for the trainer to know what he or she wants to achieve by doing the game, so that the appropriate game is chosen at the right time. (See the following section for examples of warmers and energisers.)

### ***Engaging the participants in practical activities***

A trainer can create opportunities for the participants to engage in practical activities, such as filling in parts of a map on a flipchart, or placing cards with information on a wall. Such opportunities allow the participants to move around and to relate their intellectual understanding to a practical movement. Even the task of dividing into small groups could be made into an activity, for example by asking the participants to group according to hair colour or age range.

### ***Drawing pictures***

This can be an activity for each participant, or for the participants to do in small groups. It can help them to visualise the issue they are discussing. It also provokes discussion about the issue. When the drawings are finished, the participants can discuss the differences and the similarities in the images they have produced and the reasons behind those differences/similarities.

### ***Reflecting/Checking Back***

If the trainer periodically spends a couple of minutes reflecting back on what has been happening and checking with the participants how they are reacting to the session, it helps to keep the group focused on the topic and the objectives of the training. It also helps the trainer to check that things are going well with the training.

### ***Traditional teaching method***

If there is a lot of specialist knowledge to convey, it can be easiest to convey the information in a formal 'teaching' style. But in order to keep the attention of the group, it is important for the trainer to keep active, to use the flipchart

or to provide the information by PowerPoint presentation and handouts. Even when using traditional teaching methods, it will help to interrupt occasionally and involve the participants in discussion or reaction.

### ***Timing: Fitting within the available time***

It is important for the trainer to allocate enough time for each activity. It is easy to underestimate the time that an activity will take, so the trainer has to be careful to think through the programme he or she will choose to fit the time available. People also like to have time for discussion and to compare experiences. It is also important to identify where there will be breaks for coffee, meals or prayer.

Each training session in the toolkit has a time given for its overall use and for each of the activities in the session.

### ***Creating favourable training conditions: The training room***

The trainer should pay attention to the following details:

- The place for the training should be light and large with a comfortable temperature
- The chairs for participants should be placed in a circle so that they can see each other. 'Break out' tables are also useful for small group discussions.
- Make sure that the teaching aids and equipment to be used are available and in working order
- Check that there is enough paper, handouts and writing materials for all the participants
- Make sure there is a place that is easily accessible to keep materials that will be used during the course
- Check that the place where the participants will have their coffee breaks and meals is separate but easily reached from the training room
- Make sure that the participants will have the space and equipment necessary for

the planned activities. (E.g. they will need tables if there is writing involved; they will need floor space if there are role-plays.)

All of the trainer's requirements should be made clear to the organisers before the training begins.

## **Training tools**

### **Scenarios**

Scenarios seek to convey the reality of a problem or situation. They are helpful in engaging the participants in the issue and making them think about real people and real-life situations with problems that require realistic solutions. While there are a number of scenarios provided in this manual, others can be devised by the trainer using newspapers, court reports, cases known to the trainer, anecdotal reports of real events, or an amalgam of several sources. Participants themselves may have scenarios to suggest from their own experiences, and space should be allocated to them for sharing these scenarios.

### **Audio-visual and visual materials**

Visual materials are information tools that assist a training session by showing the information in video, film or picture images. They are useful to provoke discussion and to convey the reality of what is being taught to the participants. The trainer should choose materials that will tie in with the objectives of the course, illustrate the session in a relevant way and at the right time and ensure that there is enough time and facilities to use the material effectively. Video clips might only take a few minutes. A film might need over an hour of time. Therefore, it might be preferable to select one or two excerpts only.

### **PowerPoint presentations**

This is a way in which the important points of an issue can be made clear to participants. Images are important to use to help tell the story and make the slides engaging for the participants. The presentation should only pick out the key concepts and only contain short sentences. The trainer should give a handout of the slides to the participants. This can be done before or after the presentation. If done after, the trainer should let the participants know that they will be receiving

the handout, so they are aware that they do not have to attempt to copy down all the slides.

### **Use of information sheets and factsheets**

A lot of information can be conveyed to participants on pre-prepared material. However, it is important not to distribute information at a time when it will mainly distract the trainees. The trainer should hand out such material when there is time to read it, or ask participants to read it overnight. Then the trainer can find a way to check that the information has been absorbed through a subsequent discussion or exercise.

### **Certificates**

Depending on the circumstances, it may be important to provide a Certificate of Attendance so that the participants can take something away with them that shows that they have done the training and makes them feel that they have had a valuable experience.

## **Managing difficult and challenging training situations**

A trainer will often come across a participant who poses a threat to the stability of the whole group. The trainer needs to identify the situation as it arises and to either stop it, manage it or capitalise on it for the good of the group as a whole.

What follows are some examples of difficult training situations where trainees express reservations to follow the trainer's instructions or disrupt the training session and how a trainer can approach them.

### **'This will never work.'**

The trainer can try to regard the statement of difficulty as an invitation to build and not as an obstacle. She can try asking the individual to suggest a solution to the problem they have identified. The trainer should listen to the difficulty expressed and try to deal with it, but under no circumstances should the session be allowed to develop into a 'complaints' session.

### **Conflict between two persons**

The trainer should be aware of the situation, but should not intervene too early, as this could lose

the support of the group. If the trainer does have to intervene, he/she should try to emphasise the points of agreement that he/she has been able to identify and to draw others into the discussion. It is important to de-personalise the issue, and it may be appropriate to get the participants to agree to 'park' it for the time being. The trainer can come back and deal with it later, when the situation has calmed down.

**'I'm not going to say a word if I can help it.'**

This person may be shy or they might be nervous of speaking in front of their boss or their peers. The person might find it easier to speak in a small group, which is why it is important to use a variety of learning styles. As the facilitator, it is important to value everyone's contribution. The trainer can ask silent participants for their opinion about a particular topic; then they cannot make a mistake, because it is only their opinion. The trainer should also be careful to acknowledge any contribution that they make.

**'I'm the expert on this subject.'**

The person may be truly an expert, in which case the trainer should show respect for what he/she can bring to the discussion. The trainer can use their expertise to help the learning experience of the others but also mentally set limits on how long she will allow them to talk. The trainer can use his/her body language to indicate when the person should stop talking. The trainer can encourage the person to listen and consider giving him/her a part to play in answering questions from other participants. If appropriate, the trainer can invite the person to do a short presentation on the subject under discussion.

**'I like the sound of my own voice.'**

This individual is likely to want to dominate the discussion, and the trainer must take control but in a constructive way. The trainer can try to involve other participants by calling on them by name to get involved. In most cases the trainer will find that the group itself will take control and tell that person to stop talking.

**'I've heard it all before.'**

It is important for the trainer not to get angry or defensive. The trainer can try to find some merit

in what the person is saying. The trainer can encourage the person to focus on the positive.

**'I won't attend the entire programme.'**

It will be very difficult for the members of the group to concentrate and trust each other if one participant is reluctant to be there or only wants to attend for part of a session or for part of the overall course. A participant will not get value from doing only part of a course. The trainer will need to be strict and insist that the person drop out of the course altogether.

**'I don't agree.'**

A person who is constantly disagreeing and raising objections can introduce a negative atmosphere into a training session. A good technique to use for such situations is for the trainer to move outside of the group while the problem is being discussed. This forces the person who is being negative to address the trainer away from the group. Moving to a space outside the group prevents the negative energy from entering the group. It allows the trainer to keep the positive energy within the group and to return to that positive situation after dealing with the problem.

**'I want to discuss a different and difficult issue.'**

If an issue is brought up which will take too long to deal with immediately, or which is not appropriate for the session, it can be 'parked' to come back to later. The trainer can write down the key word for the issue and place it where it can be seen and explain to the participants that she will return to it at another time. The paper is a reminder that the problem remains to be tackled. Once the trainer has dealt with the issue, he/she can take the paper away.

## **Examples of warmer exercises and energisers**

These activities can be used at the beginning of a session as warmers or during a session as energisers. The trainer can use them for building rapport between participants, to raise their energy levels, or focus their attention. The trainer can decide which exercise is most suited to the sessions and to the participants.

### **Flip chart paper**

Give each participant a sheet of flip chart paper, and tell them to divide it up into three sections. In each section he or she must draw a picture and/or write something in predetermined categories. For example, the categories could be: my strengths, my weaknesses, why I am here, what are my hobbies, where I want to be in 10 years, etc.

Participants can talk about the sheets as a whole group or first in pairs and then as a whole group. Discussing the papers first in pairs allows for the participants to relax more and also practice what they are going to talk about before talking to the whole group.

This game helps participants to identify the personalities and qualities of the other participants.

Alternatively, the trainer could collect the papers and redistribute them among the participants. The participants then discuss how they can relate to the statements written on the papers.

### **Interviews: Introduce your partner**

The participants work in pairs and ask questions of each other. Some leading questions might be:

- Name and job?
- One useful professional skill relevant to the course?
- One area in particular to improve through the training?

Additionally:

- When you hear the phrase "human rights," what do you think about?
- What colour best represents you?
- What event in your life has most affected your view of the world?
- What do you like most about your job?
- What is the best thing you've ever done?
- What is your hobby/your favourite dish?

After talking together, each member of the pair introduces his/her partner to the group. E.g. "Her name is...," "She works as a...," etc.

This is an exercise for introductions and helps people to get to know each other.

### **Two truths, one lie**

Break everyone into groups of between 3 and 5 persons. Each person in the group must tell the others two truths and one lie about themselves. The other members of the group must then guess which statement was the lie.

When finished, the groups can choose their best 'liar', who can then try and fool the rest of the groups.

### **Photo story**

A set of photographs relevant to the topic of media and their role in the security sector are displayed on a table and the learners are invited to pick one photograph. The learners then stand in a circle and each gets a chance to say why they chose the picture, what the picture means to them and what they feel the picture says about the role of the media in the security sector.

This exercise gives the learners a prompt whilst also drawing on their imagination. It allows them to express their personal interpretation of the role of the media.

### **Movement game**

Each person picks a movement for him- or herself, for example, putting out his/her right arm. The person next to him/her has to imitate that movement and create their own movement. The next person has to repeat both the earlier movements and make their own movement, and so on.

This exercise is a physical energiser and can be used to heighten the energy and sense of fun in a group.

### **Country on forehead**

Everyone has a sticker on his or her forehead with the name of a country. The person does not know what country is named on his or her own sticker. The participants must then ask questions of each other, to which the only answer can be 'yes' or 'no', and try to guess which country they have on their forehead.

## **Tool 1. Using the Toolkit and Acquiring Training Skills**

This exercise helps people to get to know each other and to feel comfortable in each other's presence.

### ***In the same boat***

Explain that participants must locate others who share the same characteristic based on called out categories (e.g. those born in the same decade or month; those with the same number of children or siblings; those who speak the same language at home or the same number of languages).

This exercise creates a warm environment and helps people to recognise that they are the same as other people.

### ***Me too!***

One person says his/her name and starts to describe himself/herself. As soon as another person hears something in common, that person interrupts, giving his/her name (e.g. 'I'm \_\_\_\_\_ and I too have two older sisters'). That person then begins his or her own self-description until yet another person finds something in common and interrupts in turn. Continue until everyone in the group has been introduced.

This game creates a friendly atmosphere and helps the participants to remember each other's names and qualities.

### ***Snowball***

This is a game that asks for spontaneous responses from participants. It can be used for a quick evaluation or to throw out ideas quickly. Make a ball out of paper. Call out your own opinion or idea, and then throw the ball to another participant, who then has to call out his/her opinion or idea before throwing the ball to the next person.

This dynamic activity allows for a quick exchange of information to take place in a non-serious way and can be used as part of a brainstorming session.

The exercises presented in this manual are suggestions only. The trainer is free to adapt, adjust or use his/her own exercises. When choosing to use a warmer/energiser, it is important do so with care and sensitivity to the participants in the training session. Some people can become irritated or offended when asked to do certain activities, and the result could be negative rather than positive on the group learning experience.

# Using the Introduction and Conclusion Sessions

The Introduction and Conclusion sessions are used by the trainer when using the tools in the toolkit together as a whole training course.

## The structure of the sessions

The Introduction and Conclusion sessions have the same structure as the main training sessions, though they contain significantly less content. The sessions consist of the following elements:

1. **The introduction** lists the learning objectives and focus questions for the session. It also lists the handouts and trainer resources that are used in the session.
2. **The session plan** gives a full overview of the session. It is a guide for the trainer to get a quick understanding of the session. It is also used as a quick reference to help the trainer to keep track of activities and of timing during the training.
3. **The description of activities** explains in more detail how to carry out the activities listed in the session plan individually.
4. **The handouts** are given to the participants during the activities in the sessions.
5. **The trainer resources** provide supporting information for the trainer.

# The Media and Security Sector Governance: Introduction to training together

## Learning objectives

This session is intended to set the scene for a positive learning experience. This includes:

- Participants understanding the structure of the workshop and how it will be conducted
- Participants understanding the rationale for the workshop
- Establishing rapport between the trainer and the participants

## Focus questions

The following questions are addressed through the activities in this session:

- Who are we?
- What is this course about?
- What are participants' expectations?
- What training rules do we agree on?

## Overview

**Session Plan 1. Introduction to training together**

### Description of activities

**Trainer Resource 1.1.1 Example course agenda**

**Trainer Resource 1.1.2 Preparing an agenda for the day**

# Session Plan

<i>Introduction to training together</i>					
Activity	Time	Description of activity	Grouping and materials	Session objectives	Comments
Objectives of session		Participants will be able to:			
		1. Understand the rationale for the workshop 2. Understand the structure of the workshop and how it will be conducted 3. Establish rapport between themselves and the trainer			Introduction of the trainer(s) and brief background of the training course. Participants talk together in pairs. They discuss the three questions listed on a flipchart: <ul style="list-style-type: none"> <li>• Name and job?</li> <li>• One area in particular to improve through the training?</li> <li>• The best moment (so far) in their life?</li> </ul> <p>Each member of the pair introduces his/her partner to the group. E.g. "Her name is...," "She works as a...," etc. (Note that before this activity, each participant should have already received a pin-on name tag or have been instructed by the trainer to make their own using a folded sheet of paper (and thick pen) and then placing it on the table in front of them.)</p>

Activity	Time	Description of activity	Grouping and materials	Session objectives	Comments
3	20 min	Overview of the training: Agenda, logistics	Trainer to whole group <b>Trainer Resource 1.1.1</b> Example course agenda <b>Trainer Resource 1.1.2</b> Preparing an agenda for the day	Obj. 1, 2 <ul style="list-style-type: none"> <li>• Trainer goes through agenda (see <b>Trainer Resource 1.1.1</b>)</li> <li>• Trainer discusses logistics – hotel, compensation, contact person's details, address, etc.</li> <li>• Trainer goes through the agenda for the day – content, activities, breaks (see <b>Trainer Resource 1.1.2</b>)</li> <li>• Trainer mentions certificates to be awarded at end of course (including need for attendance at all sessions)</li> </ul>	The trainer overviews the training: <ul style="list-style-type: none"> <li>• Trainer goes through agenda (see <b>Trainer Resource 1.1.1</b>)</li> <li>• Trainer discusses logistics – hotel, compensation, contact person's details, address, etc.</li> <li>• Trainer goes through the agenda for the day – content, activities, breaks (see <b>Trainer Resource 1.1.2</b>)</li> <li>• Trainer mentions certificates to be awarded at end of course (including need for attendance at all sessions)</li> </ul>
4	5 min	Establishing training rules and 'Parking Lot'	Trainer to whole group Flipchart: 'Rules' and 'Parking Lot'	Obj. 1, 2 <ul style="list-style-type: none"> <li>• Mobile phones (switch to silent or off)</li> <li>• Listening to each other</li> <li>• Attendance</li> <li>• Commitment</li> <li>• Confidentiality</li> <li>• Leaving the workshop</li> </ul>	The trainer asks the participants what they believe the rules for the training course should be. The trainer then writes these on a flipchart that is stuck on the wall and clearly visible during the training. Topics may include: <ul style="list-style-type: none"> <li>• Mobile phones (switch to silent or off)</li> <li>• Listening to each other</li> <li>• Attendance</li> <li>• Commitment</li> <li>• Confidentiality</li> <li>• Leaving the workshop</li> </ul>
5	10 min	Expectations	Trainer to whole group Blank cards/post-it notes Adhesive tape	Obj. 3	The trainer puts flipchart with the title 'Parking Lot' on the wall. The trainer explains that this is used for topics that arise that are of interest, but rather than discussing them at the moment they arise, they will be discussed later.  The trainer asks the participants to write down their personal expectations of the training. What do they expect and want to learn? The participants write down two or three expectations on blank cards or post-it notes and stick their note to a flipchart sheet on the wall.  The trainer reads the expectations and groups them loosely together. The trainer explains that they will revisit these expectations at the end of the course (see <b>Tool 1 Session Plan 2, Activity 1, Conclusion and Evaluation</b> ).



# Description of Activities

This section describes in more detail the activities listed in the session plan (p. 26). It also describes additional or alternative activities.

## **Activity 1. Trainer introduction(s)**

The trainer introduces himself/herself and any other trainer involved in the course.

Materials: *None*

## **Activity 2. Icebreaker: Introduction interviews**

This activity allows the participants to get to know each other in a low-stress way. It also allows the participants to understand each other's professional backgrounds and to build rapport.

The trainer prepares for this activity by writing the following three questions on a flipchart:

- Name and job?
- One area in particular to improve through the training?
- The best moment in their life (so far)?

The trainer asks the participants to work together in pairs. The pairs introduce themselves to each other for a few minutes by answering the three questions on the flipchart. After a few minutes the trainer asks the pairs to stop and then invites each participant to introduce their partner to the whole group. For example, "Her name is...She is a...One area she wants to improve is...The best moment in her life was...."

Materials: *Flipchart*

**♣ Alternative:** The trainer can choose any warmer from the section above or a warmer of their choice. (Note that the choice should allow the participants to state their names.)

## **Activity 3. Overview of the training**

This activity allows the participants to understand something of the structure of the training course and what to expect during the day's training. It allows for negotiation of content, activities and breaks.

In preparation for this activity, the trainer prepares an overall course agenda (see **Trainer Resource 1.1.1**) and an agenda for the day (see **Trainer Resource 1.1.2**).

The trainer first goes through the overall course agenda. This allows the participants to understand the length of the course and what topics they will cover.

The trainer also discusses logistics. These can include hotels, travel compensation, contact person's details, address, etc.

The trainer then goes through the agenda for the day, including detail of content, activities and breaks. Questions are invited and any changes may be negotiated at this point.

The trainer also mentions the certificates to be awarded at the end of course (including the need for attendance at all sessions).

Materials:

- Agenda (see **Trainer Resource 1.1.1** (p. 30) and **Trainer Resource 1.1.2** (p. 31))

## **Activity 4. Establishing training rules and 'Parking Lot'**

The trainer asks the participants what they believe the rules for the training course should be. The trainer then writes these on a flipchart that is stuck on the wall and clearly visible during the training. Topics may include:

- Mobile phones (switch to silent or off)
- Listening to each other
- Attendance

## **Tool 1. Using the Toolkit and Acquiring Training Skills**

- Commitment
- Confidentiality
- Leaving the workshop

The trainer also puts a flipchart with the title 'Parking Lot' on the wall. The trainer explains that this is used for topics that are raised by the participants that are of interest but that will be discussed later, rather than at that point in time.

Materials:

- Flipchart

## **Activity 5. Expectations**

The trainer asks the participants to write down their personal expectations of the training. What do they expect and want to learn? The trainer gives a model example, e.g. "A deeper understanding of the security sector". The trainer gives two or three blank cards or post-it notes to each participant. The participants write down two or three expectations and stick their note to a flipchart sheet on the wall.

The trainer reads the expectations and groups them loosely together. The trainer explains that they will revisit these expectations at the end of the course (see **Tool 1 Session 2, Activity 1, Conclusion and Evaluation**).

Materials:

- Blank card, adhesive tape, post-its

♣ *Alternative:* Make a drawing of a tree, and use the cards or 'post-its' to form the branches of the tree.

♣ *Alternative:* The trainer asks the participants to place themselves on an imaginary line in the room that goes from 0 to 10 in accordance with their existing knowledge of the issue of SSR/SSG and the media.



## Trainer Resource 1.1.1

### Example course agenda

#### The Role of the Media in Security Sector Governance: Overview

Day	Date	Sessions
1	<i>Date</i> 09.30 - 15.00 (including lunch)	Tool 1. Introduction session Tool 2. The Media and Security Sector Governance
2	<i>Date</i> 10.00 - 15.00 (including lunch)	Tool 3. Media Freedom and Security Sector Governance
3	<i>Date</i> 10.00 - 15.00 (including lunch)	Tool 4. Access to Information and Security Sector Governance
4	<i>Date</i> 10.00 - 15.00 (including lunch)	Tool 5. Reporting Community Safety
5	<i>Date</i> 09.30 - 16.00 (including lunch)	Tool 6. Social Media and Security Sector Governance Tool 1. Conclusion session Graduation



## Trainer Resource 1.1.2

### Preparing an agenda for the day

The trainer can prepare and distribute an agenda for the day's training based on an edited version of the session plan for that day. For

example, a day's agenda for **Tool 2 The Media and Security Sector Governance** could be as follows:

#### Example day agenda

The Media and Security Sector Governance	
Content to be covered	<ul style="list-style-type: none"> <li>• Identifying actors in the security sector</li> <li>• Clarifying concepts of SSG</li> <li>• Focusing on transparency, accountability and local ownership</li> <li>• Understanding the role of the media in SSG</li> </ul>
Time	240 min (including breaks)

Activity	Description of Activity	Allocated time
1.	Introduction and pre-test	10 min
2.	Matching cards: Actors in the security sector	15 min
3.	Discussion: Actors in the security sector	50 min
Break		
4.	PowerPoint presentation: Principles of security sector governance (SSG) and security sector reform (SSR)	20 min
5.	Discussion: Placing actors in the security sector	40 min
Break		
6.	Worksheet: Matching exercise: Defining transparency, accountability and local ownership	10 min
	Discussion: Images relating to transparency, accountability and local ownership	30 min
8.	Discussion: The role of the media in security sector governance (SSG)	30 min
9.	Conclusion, re-cap and Media and Security Sector Governance post-test	10 min
	<b>Total time</b>	<b>215 min</b>

# The Media and Security Sector Governance: Conclusion and course evaluation

## Learning objectives

This session allows for the participants to reflect on what the course has covered and to raise any outstanding issues. It also evaluates the success of the course. This includes:

- Comparing participants' expectations for the course with their actual experience of the course
- Evaluating the course by participants and trainers
- The trainer becoming aware of how successful the course was for the participants

- The trainer becoming aware of recommendations of how to improve the course
- Rewarding participants for their commitment to the training

## Focus questions

The following questions are addressed through the activities in this session:

- Were participants' expectations met?
- How effective was the course?
- How could the course be improved?

## Overview

**Session Plan 2.** Conclusion and course evaluation

**Description of Activities**

**Handout 1.2.1** Participant course evaluation

**Trainer Resource 1.2.1** Trainer course evaluation

**Trainer Resource 1.2.2** Example completion certificate

# Session Plan

Conclusion and course evaluation					
Activity	Time	Description of activity	Grouping and materials	Session objectives	Comments
Objectives of session		Participants will be able to:			
		1. Compare expectations for the course with their actual experience of the course			
		2. Evaluate the course			
		3. Be rewarded for their commitment to the training			
		The trainer will be able to:			
		4. Evaluate the course			
		5. Become aware of how successful the course was for the participants			
		6. Become aware of recommendations of how to improve the course			
Content to be covered		<ul style="list-style-type: none"> <li>• Course evaluation</li> <li>• Pre-course expectations of participants relative to completion of the course</li> <li>• Completion certificates for participants</li> </ul>			
Time	60 min				
Handout 1.2.1					
1	25 min	Discussion: Revisiting expectations	Small groups Cards with expectations written on them at the beginning of the course (from <b>Tool 1, Session 1, Activity 5</b> )	Obj. 1, 5	The trainer distributes two or three of the cards of expectations that the participants had placed on the wall in the introduction session to each group. The trainer asks the participants to discuss if they think these expectations have been met. Each group chooses a representative to give feedback to the whole group. The trainer addresses any issues raised.
2	20 min	Course evaluation	Individual <b>Handout 1.2.1 Participant course evaluation</b> <b>Trainer Resource 1.2.1 Trainer course evaluation sheet</b>	Obj. 2, 4, 6	The trainer distributes <b>Handout 1.2.1</b> , a participant course evaluation sheet, to the participants. The participants fill out the course evaluation sheets individually. At the same time, the trainer can complete his/her own course evaluation sheet ( <b>Trainer Resource 1.2.1</b> ).
3	15 min	Completion certificates	Individual <b>Trainer Resource 1.2.2 Example completion certificate</b>	Obj. 3	The trainer (or host institution's manager) gives out certificates to the participants. These can be based on <b>Trainer Resource 1.2.2</b> , which provides an example of a certificate.



# Description of Activities

This section describes in more detail the activities listed in the session plan above.

## **Activity 1. Discussion: Revisiting expectations**

The participants work together in small groups.

Each group is given back a selection of the expectations that were originally written down and placed on the wall at the beginning of the course. (The cards they are given need not be their own.) The trainer asks them to discuss if these expectations have been met and what they have learnt about these topics.

The trainer chooses particular groups to give feedback to the whole group.

The trainer addresses any issues that are raised, either by responding himself/herself or by opening the issue up to suggestions from other participants.

Materials:

- Expectations cards from **Tool 1, Session 1, Activity 5, Introduction to training together**

♣ **Alternative:** As an addition to this activity, the trainer can use the discussion as an opportunity to ask the groups about how they will be applying what has been learnt. The trainer can also ask them about what further training they will be undertaking or would require.

## **Activity 2. Course evaluation**

The trainer distributes **Handout 1.2.1**, the course evaluation questionnaire to each participant individually and asks the participants to complete the questionnaire. Evaluation sheets are essential for the trainers to evaluate the course after completion. They also allow participants who do

not want their remarks to be public to express them in writing.

The trainer can also use this time to fill in his/her own evaluation sheet (**Trainer Resource 1.2.1**). Trainer evaluation is key as it will help the trainer to adjust aspects of the course in preparation for future training activities. Note that for more detailed feedback the trainer course evaluation sheet can also be used at the end of each session, rather than the end of the whole course.

Materials:

- **Handout 1.2.1** Participant course evaluation
- **Trainer Resource 1.2.1** Trainer course evaluation

## **Activity 3. Certificates**

The final activity is for the trainer to thank the participants and to acknowledge their attendance, commitment and participation through the presentation of a certificate for the training course. (This can be done by the trainer or by a senior manager.)

Materials:

- **Trainer Resource 1.2.2** Example completion certificate



## Handout 2.1

### Course evaluation questionnaire

This evaluation form is to get your opinions at the end of the course and to help us in planning future courses. We would ask you to spend a few minutes filling it in.

**Name of Course:** *The role of the media in security sector governance*

**Please rate on a score of 1-7 (1 = poor, 7 = excellent)**

1. Value of this course in relation to my job	1	2	3	4	5	6	7
2. Usefulness of the course content	1	2	3	4	5	6	7
3. Presentation methods used	1	2	3	4	5	6	7
4. Trainer's ability to transfer knowledge	1	2	3	4	5	6	7
5. Atmosphere conducive to participation	1	2	3	4	5	6	7
6. My opinions were taken into consideration	1	2	3	4	5	6	7
7. Value of the worksheets	1	2	3	4	5	6	7
8. Relevance of the other handouts	1	2	3	4	5	6	7

**Please answer the following questions in your own words**

9. Do you have any suggestions about additions to the course?
10. Is there any topic that you think should have been addressed in the course, but which was missing?
11. What did you enjoy most about the course?
12. What did you dislike most about the course?
13. What aspect of the course did you find most useful?
14. What aspect of the course did you find least useful?
15. Was the course (please tick)
  - a) Too long
  - b) Too short
  - c) The right length
16. Do you have any comments to make about the administrative arrangements for the course? (E.g. room, food, location, etc.).
17. Do you have any other comments to make?

**Thank you**



# Trainer Resource 2.1

## Trainer course evaluation sheet

**Trainer name:**

**Course date and time:**

1. What was good about the session?

- 
- 
- 

2. What would you improve on? How?

- 
- 
- 

3. Any further comments?

- 
- 

**Thank you**



## Trainer Resource 2.2

### Example completion certificate





## Additional Resources

*Icebreaker cards.* Available at:

[http://un.by/f/file/icebreaker\\_cards\\_eng.pdf](http://un.by/f/file/icebreaker_cards_eng.pdf)

Prideux, D, 2003. *ABC of learning and teaching in medicine: Curriculum design.* Available at:

<http://www.bmj.com/content/326/7383/268>

Solter, C., Duc, P.T.M., & Engelbrech, S., 2007. *Advanced Training of Trainers: Trainers Guide.* Pathfinder International. Available at:

[http://www2.pathfinder.org/site/DocServer/ATOT\\_Trainers\\_Guide.pdf?docID=9221](http://www2.pathfinder.org/site/DocServer/ATOT_Trainers_Guide.pdf?docID=9221)

*Student Engagement Principles.* Teaching and Learning Centre. Macquarie University, Sydney. Available at:

[http://staff.mq.edu.au/teaching/curriculum\\_development/ltc\\_resources/](http://staff.mq.edu.au/teaching/curriculum_development/ltc_resources/)

Wood, L, McNeill, M and Harvey, M., 2008. *How to Lead Discussions: Learning through Engagement.* Division of Economic and Financial Studies, Teaching and Learning Centre. Macquarie University, Sydney. Available at:

[http://www.efs.mq.edu.au/\\_data/assets/pdf\\_file/0004/82876/EFS\\_L\\_T\\_Lead\\_Discussion\\_singles\\_pages\\_WEB.pdf](http://www.efs.mq.edu.au/_data/assets/pdf_file/0004/82876/EFS_L_T_Lead_Discussion_singles_pages_WEB.pdf)

*Youth Peer Education Toolkit: The Training of Trainers Manual,* 2005. United Nations Population Fund. Available at:

<http://www.fhi360.org/en/youth/youthnet/publications/peeredtoolkit/trainingtrainers.htm>

## **Appendix A**

### **Example needs assessment questionnaire**

The following questions are solely for the purpose of understanding what your needs are regarding the forthcoming training and with the goal of helping us arrange the most appropriate training materials.

The questionnaire responses are confidential and individual answers will not be shared with your employer.

#### **Background**

Name (optional):

Nationality:

Education:

Age:

Languages (please state ability, e.g. beginner, medium, advanced):

Job:

Years of experience:

#### **Questions**

1. What do you understand by the term the ‘security sector’?
  - a. In general?
  - b. In your country?
2. What do you understand by the terms ‘security sector governance’ and ‘security sector reform’?
  - a. ‘security sector governance’
    - In general?
    - In your country?
  - b. ‘security sector reform’
    - In general?
    - In your country?
3. Can you describe who the main actors in security sector governance in your country are?
4. How would you rate your knowledge of security sector reform and security sector governance? (Please rate from 1-7, 1 being “non-existent”, 7 being “excellent”) (Please add any comments on this self-rating.)

1    2    3    4    5    6    7

Comments?

## **Tool 1. Using the Toolkit and Acquiring Training Skills**

5. What do you consider the role of a member of parliament to be in relation to security sector reform and governance?
6. What do you consider the role of the media to be in security sector governance?
7. What prior experience of security sector reform and governance documentation or journalism involvement do you have?
8. What do you understand by 'community safety'?
9. What do you understand by 'community safety councils'?
10. What are, in your view, the objectives of community safety councils?
11. Who should be represented in community safety councils?
12. Should the media participate in community safety councils? Yes      No
  - If yes, why?
  - If no, why?
13. Please give examples of the kind of questions you would ask of:
  - a. A military commander?
  - b. A member of parliament?
  - c. A Governor/Local government representative?
  - d. A civil society activist?
14. Before the training course, what tools would you use to research a meeting between security sector officers and a civil society representative? (Please include any names of resources used)
15. What do you consider your strengths and weaknesses in understanding security sector reform and governance?
  - Strengths:
  - Weaknesses:
16. What would you like to learn about security sector reform and governance (e.g. What people do? What questions to ask? How to access resources?)?
17. What is an example of a documentary programme related to the security sector that you would rate as one of the best you have seen? (You can write about more than one if you want.)
  - Name:
  - Why do you think it is good?
18. What is an example of a documentary programme related to the security sector that you would rate as one of the least useful you have seen? (You can write about more than one if you want.)
  - Name:
  - Why do you think it is of limited usefulness?

## **Tool 1. Using the Toolkit and Acquiring Training Skills**

19. Do you consider training on security sector reform and governance useful for you?
  - a. Please give your reasons why it is useful (if any)?
  - b. Please give your reasons why it is not useful (if any)?
20. Do you use social media in your work?
  - If so, which social media do you use?
21. How do you like to learn? (Please rate the following from 1 to 7, "1" being "I don't like this at all" and "7" being "I like this a lot").
  - a. Lectures?  
1   2   3   4   5   6   7
  - b. Discussion in groups?  
1   2   3   4   5   6   7
  - c. Activities and tasks ("doing things")?  
1   2   3   4   5   6   7
  - d. Online (in own time)?  
1   2   3   4   5   6   7
  - e. Watching videos and discussing?  
1   2   3   4   5   6   7
  - f. Reading from a textbook?  
1   2   3   4   5   6   7
22. What do you expect to learn from this course?
23. What suggestions or comments can you give that will help the running of this workshop?
24. Finally, about this questionnaire:
  - a. How easy was this questionnaire to understand? (Please rate from 1 -7, with "1" being "very difficult to understand" and "7" being "very easy to understand").  
1   2   3   4   5   6   7
  - b. How relevant to your needs in relation to security sector reform and governance was the questionnaire? (Please rate from 1-7, with "1" being "not relevant at all" and "7" being "very relevant")  
1   2   3   4   5   6   7
  - c. Can you suggest any questions you would delete from the questionnaire?
  - d. Can you suggest any questions you would add to the questionnaire?

**Thank you**

## **Appendix B**

### **Example focus group questions**

Focus groups are usually best conducted with around five people. Focus group sessions simultaneously include qualitative information gathering through an open discussion and filling in the individual questionnaire given above in Appendix A. The questions listed here can be used by the trainer to guide the open discussion.

1. In what ways is SSR/SSG relevant to your work? How is it applied?
2. What do you perceive as your needs regarding media coverage of the security sector?
3. What is your preferred learning style?