

# CLUSTER COORDINATOR FOR EARLY RECOVERY TRAINING 2017

## INTRODUCTION

The Global Cluster for Early Recovery (GCER) organised a training for Cluster Coordinator for Early Recovery in Geneva - Switzerland from October 21 to October 27 2017.

The training was led by the Coordinator of the Global Cluster on Early Recovery (GCER) and Team Leader of the UNDP Crisis Interface Team (CIT), and facilitated by members of the team. Colleagues from the Crisis Response Unit (CRU) in New York and from other global clusters presented a few sessions via Skype.

## PURPOSE AND OVERALL GOAL OF THE TRAINING

**Purpose:** to strengthen the deployable capacity of the GCER's Early Recovery roster for Cluster Coordinators in the following areas: Early Recovery in the New Way of Working, a people-centred approach, strategic planning and multi-year strategic planning, cluster coordination, Early Recovery programming, Information Management, resource mobilisation and measurement of Early Recovery coordination and programmes.

**Overall goal:** to provide a clear understanding of the scope, role and functions of the Cluster Coordinator for Early Recovery (CCfER).

The [training agenda](#) was structured around the main training topic areas.

## TRAINING STRUCTURE AND CONTENTS

The 2017 version of the CCfER training introduced changes in terms of structure and contents.

### CONTENTS

Previous trainings' contents were adapted and/or updated in light of the most recent developments in the humanitarian field, in particular the New Way of Working, the Humanitarian-Development Nexus, and the Grand Bargain.

### STRUCTURE

The training consisted of a pre-training phase – structured as a self-study programme – followed by face-to-face sessions.

#### PRE-TRAINING

Included:

- [e-Learning course](#)
- [Early Recovery Online Resource Centre](#)
- Key readings:
  - [Guidance Note on Inter-Cluster Early Recovery](#)
  - [Guidance on Early Recovery Coordination](#)

#### FACE-TO-FACE SESSIONS

Included:

- Frontal lectures
  - Group activities
  - Group and role-play exercises
- Built on pre-training to expand contents. Introduced new topics. Focused on developing technical skills.

Click to access [training presentations](#)

## CHANGES IN THE TRAINING STRUCTURE

Previous trainings included a pre-training phase intended to prepare participants for face-to-face sessions. The CIT Team strengthened this phase through the creation of an e-learning course and **tested its integration** into the whole training architecture during the 2017 version of the course.

All face-to-face sessions were analysed in order to find the best combination of e-learning and face-to-face sessions in view of future trainings.

TRAINING COMPONENTS	E-LEARNING	FRONTAL LECTURES	GROUP ACTIVITIES	GROUP & ROLE-PLAY EXERCISES	TOTAL
	10%	50%	10%	30%	100%

## INDIVIDUAL SELF-ASSESSMENT

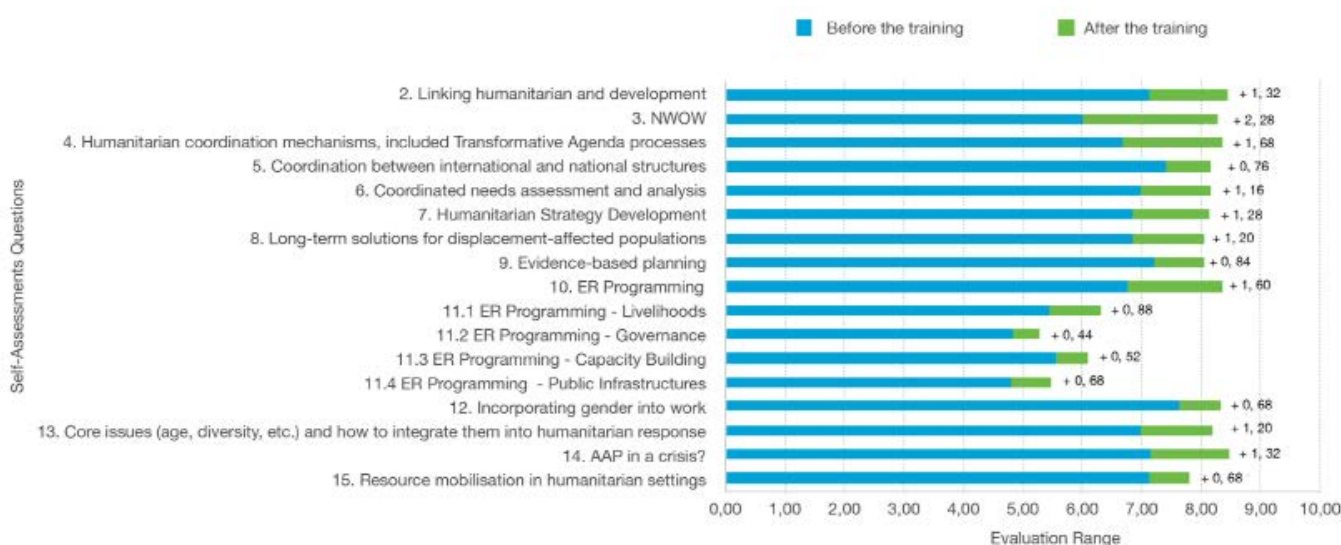
Each participant completed an individual [self-assessment questionnaire](#) twice – prior to and after the training.

**First Self-Assessment – Purpose:** assess the training candidates’ experience, knowledge and skills in the training topic areas and investigate their determination/availability to be deployed as Cluster Coordinator for Early Recovery.

**Second Self-Assessment – Purpose:** assess whether participants felt more confident on knowledge and skills in the training topic areas.

**Comparison of Self-Assessments – Results:** the results of the two self-assessment questionnaires were compared in order to measure any increase/decrease of knowledge and skills in the training topic areas.

The results show that – **at the end of the training** – participants felt more confident about the skills and knowledge acquired during the training sessions. The graph below compares the results of the [self-assessment questionnaire](#) submitted twice by each participant, prior to and after the training. The graph shows any increase/decrease in the confidence of participants in the main training areas. These results were shared with participants.

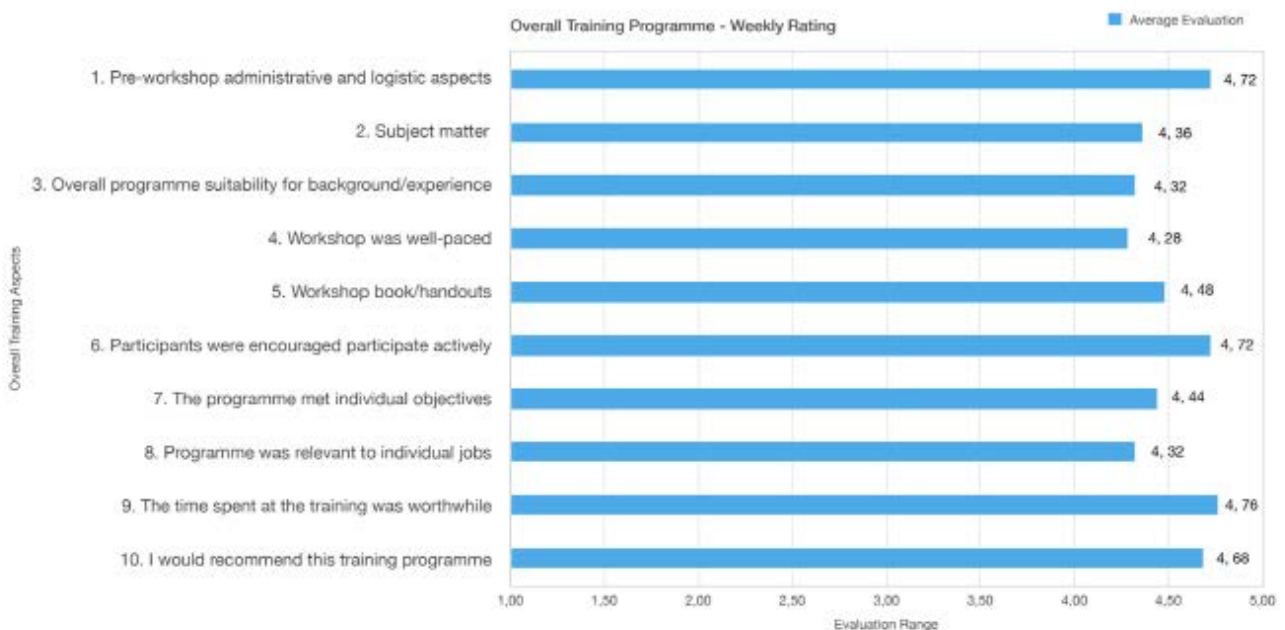


## OVERALL EVALUATION OF THE TRAINING - MAIN RESULTS

Participants were asked to submit:

- A daily rating of each training session. Evaluation range: 1. Excellent – 2. Good – 3. Satisfactory and 4. Unsatisfactory
- An evaluation of the main aspects of the training: administrative and logistic aspects, subject-matter and contents, handouts and books, sessions' interactivity and engagement of participants, relevance of the training programme to individual objectives. Evaluation range: 1. Strongly Disagree - 2. Disagree - 3. Neither Agree or Disagree - 4. Agree - 5. Strongly Agree.
- An overall evaluation of the training week. Evaluation range: 1. Excellent - 2. Good - 3. Average - 4. Bad - 5. Terrible

The graphs below visualise the results of the average evaluation of several training aspects and the overall evaluation of the training week.



## OVERALL EVALUATION OF THE TRAINING - PARTICIPANTS' COMMENTS

Participants were asked to provide additional comments and suggestions on how to improve the training.

### QUESTION 1: Do you have any suggestions that you feel could improve this workshop?

- Increase focus on practical work of CCfER and less on general ER theory & global policy. Both are needed but the balance isn't right in my opinion. In particular, the four programme types/areas (e.g. governance, capacity building, etc.) need to be covered in more detail. It was clear that this is not meant to be the focus of the training but surely at least one hour overview of each in a 7-day program would have been worthwhile. This could be achieved by spending less time on general ER theory, NWOW and planning in protracted crisis.
- I would have profited from more discussion in smaller groups, to have the time to understand the context other participants were coming (from), rather than just a short comment on a lot of different things.
- Increase number of exercises. Provided good online reading materials and presentations.
- Too tight schedule of sessions. No time to relax.
- You did very well. You are professional and show very high integrity.
- I wasn't sure if there was an aspect of selection in the training. If so, that wasn't clear first and also there weren't equal opportunities to show what we are capable of. I was in learning/contemplative mode, not assertive mode!!
- More focus on lessons learned, good practices, sharing specific examples of situations, what I worked, what not.
- More role-play and group work.
- Many participants were standing up from time to time to stretch themselves. This can be avoided by providing time for energizers.
- A small group would have perhaps allowed more time to discuss without being working with a tough schedule. I would have liked some of the organic discussions to have developed a bit more – particularly during the first 3-4 days.
- Additional coverage of case studies, videos from actual CCfER to share their tips, advice and stories.
- Include more practice and examples on actual ER activities implemented at country level. What worked well and what didn't?
- Duration may be increased at least 10 days.
- Exercise with more real situation or simulate as real as it could be.
- Sessions feel too long when it is only speech. More exercises.
- Mix of new and experienced coordinators as an asset. Suggestion to use concrete field experience to help new colleagues to feel the reality.
- To make it with a longer duration.

- Not enough time to rest and read materials of the day.
- It was excellent, learnt a lot from it. It will help shape my work a lot.
- Presentations and exercises were innovative, useful. Q&A could potentially be handled at the end – useful for clarification.
- More time to process, complete exercises and clearer facilitation of the more complex ones. Better ‘crowd’ management: set up ground rules as last 2 days were less useful as people listened less.
- It may be useful to increase the ration of substantive elements of ER programming. Exercises may be expanded to be more in-depth. Individual assignments/presentations may be beefed up.
- As a cluster coordinator I got a lot of inputs on ER.

#### QUESTION 2: Any other comments on this training event?

- The training is an excellent platform to learn the key and basic concepts. Also a good venue to be aware of my level of understanding of ER and areas that I need to improve/know more or develop (self-awareness)
- Many thanks for very well organizing, facilitating and motivating. Enthusiasm has further been appreciated. Many thanks.
- The training was intense and substantive sessions covered many (aspects). It would be great to take continuous support to deepen knowledge or another training session for new entrants.
- Thank you very much, a very good and useful training.
- The training event was conducted at a very comfortable time and met all needs.
- Excellent agenda. Excellent trainers who are experts vs. appraisable and excellent communicators. Thank you!!
- Excellent for networking with peers and understanding range of things where CCfER skills can contribute. Thank you, it was a useful, productive and engaging event.
- Training faculty members are amazing. It was an eye-opening experience for me. •
- Great charming team. Good energy and motivation transmitted.
- Excluding the location all was well done.
- There was a broad range of experience: a plus but also a minus.
- Overall an excellent workshop/training. Community of Practice for CCfER graduates/experts + practitioners. Many thanks to Jahal and the team for their time and commitment, even on the weekend and late on the evenings! Thank you!
- The training was intense and the substantive issues covered more many. It would be great to have continuous support to deepen knowledge or another training sessions for new entrants.