

# INTRODUCTION TO A REACH OUT WORKSHOP



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## **Summary**

This module is intended to provide participants with **an overview of the content of the workshop, the workshop format, and the ground rules** for participants in order to ensure that the entire training event runs smoothly.

The module provides an opportunity to review **the objectives of the Reach Out project, the workshop, and the background to the development of the workshop.**

To ensure that all participants have realistic expectations about the workshop, it will be important to spend time **matching participant expectations to workshop objectives.**

You will also want to cover any of **the logistical aspects** of running the workshop, including when and how breaks will be taken, any health and safety issues, the location of fire exits, etc.

You should emphasise that it is important for all the participants to show one another **respect** by being on time and also that all those in the workshop are expected to foster an environment where everyone can participate with confidence.

The trainer may wish to allow the participants to briefly discuss what they see as important to **the culture** of the training session.

You may also advise participants about **the materials** they will be given to take home with them and tell them that they will be given guidance on any need for note-taking.

**Learning Objectives**

By the end of this session, participants will:

- Outline the purpose of the Reach Out project;
- Appreciate the importance of training on refugee protection;
- Have shared some of their experiences on refugee protection.

**Key Messages**

- Reach Out is an interagency initiative designed to provide training on refugee protection;
- Reach Out aims to reinforce cooperation amongst actors working in refugee settings at all levels in order to enhance refugee protection;
- Humanitarian actors need to continue to improve their protection skills and to share their experiences on refugee protection after a Reach Out workshop.

**Preparation**

- **Organise a guest speaker to officially open the workshop.** This could be a senior representative from your own agency, the UNHCR, the hosting agency, etc.;
- **Check that all necessary equipment is working**, such as your laptop and data projector;
- **Find out house-keeping details** from the venue, including the fire drill, the location of the toilets, e-mail facilities, meal and break arrangements;
- **Prepare the symbols** for the introduction exercise;
- **Photocopy the agenda** for all participants.

Introduction to a Reach Out Workshop Breakdown			
Timing		Method	Resources needed
Welcome and introductions	45'	Symbols exercise	Introduction to Reach Out.ppt
Background and objectives of the workshop	25'	Presentation	<i>Protecting Refugees: A Field Guide for NGOs</i>
Workshop overview	20'	Plenary	Agenda
<b>Total: 90 minutes</b>			

Activity 1 - Welcome and Introductions			
Timing		Method	Resources needed
Formal welcome to participants	15'	Formal welcome in plenary	Symbols for the introduction exercise
Participant introductions	30'	Introduction exercise	
Total: 45 minutes			

#### Note to trainer

- ✓ *Introductions will take approximately 30 minutes when you have 18 participants. The timing obviously varies depending on the number in the group.*

#### Formal welcome to participants (15 minutes)

**Officially open the workshop**, welcome the participants, and share some comments on the expectations of the workshop.

**Introduce the training team.**

**Describe your background** in relation to refugee protection and training.

**Try to create** an informal atmosphere by adding some personal details.

Depending on the context, you may wish to **describe your role** as that of *facilitator* rather than *trainer*.

**Outline the house-keeping arrangements.**

Indicate that this is an **interactive workshop** and that active participation will enhance learning.

**Give participants an opportunity** to introduce themselves and to tell the group what they do.

#### Participant introductions (30 minutes)

Put some symbols (such as a globe, a smiley, a tree, etc.) into a container. There needs to be two of each symbol and enough for each participant to have a symbol.

**Ask participants** to pick out a symbol and then find the other person who has the same symbol.

**They should interview** one another to find out each other's name, organisation, role, experience in refugee protection, expectations from the course, and hobbies.

**Allow 10 minutes for interviews**, and then **ask participants to introduce** one another in plenary.

**Record the expectations on a flip chart** to compare with the workshop objectives in the workshop overview.

Activity 2 - Background and Objectives of the Workshop			
Timing		Method	Resources needed
The Reach Out project and the objectives of the workshop	25'	Slide presentation	Introduction to Reach Out.ppt
Total: 25 minutes			

#### Note to trainer

- ✓ Use the following full text as your background to address the points summarised in the slides.
- ✓ Explain the points, allowing time for discussion, or **ask a participant** to read the slide aloud.

#### Slide presentation (25 minutes)

##### Slide 1: Introduction to a Reach Out workshop

##### Slide 2: The Reach Out project

Reach Out's **main activity** is the dissemination of **refugee protection knowledge** by means of workshops targeting mid-level humanitarian assistance practitioners from NGOs, national Red Cross/Red Crescent societies, UN agencies, state representatives, and any other interested organisations.

The following is a **brief history** of Reach Out:

In 1999, the UNHCR initiated a dialogue on protection issues with more than 30 agencies, including the RC/RC and humanitarian and human rights NGOs. This process was an extension of the Reach Out process that the UNHCR had started with states the year before. Amongst other things, the dialogue with NGOs found that there was **a pressing need for more training in the field on refugee protection in the humanitarian sector**. The Reach Out Protection Training series was developed to meet this need.

This training package is based on the **lessons learned** through running many Reach Out workshops and has been designed as a stand-alone training kit that humanitarian agencies can use in their own training initiatives or for interagency training initiatives at the field level.

##### Slide 3: An interagency initiative

The **key partners** for Reach Out are the UNHCR, host agencies, and the agencies represented in a working group that guided the development of the Reach Out training programme.

##### Slide 4: Reach Out objectives

The key objectives of the Reach Out project are:

- **To enhance refugee protection awareness**, knowledge, and skills of field-based humanitarian workers in all sectors with programme responsibilities;
- **Improving understanding** of, and co-operation between, participants and the UNHCR; and
- **Improving protection of refugees**.

##### Slide 5: Improving protection through cooperation

**All agencies** share in the **overall goal of improving protection for refugees in any humanitarian assistance activities**. The UNHCR has made great efforts over the years to

improve cooperation between the growing number of NGOs, taking into account their increased role in refugee protection and assistance work. Cooperation can happen when we have a better idea of, and respect for, each other's roles.

### Slide 6: Key questions on refugee protection

Use the following questions to provoke discussion and demonstrate the need for the workshop:

- Do we have a common understanding and shared vision of what refugee protection is all about?
- What can NGOs do or do even better?
- What mechanisms can we set up together to facilitate this shared responsibility?
- Apart from direct action on specific questions, are monitoring, reporting, information-sharing, and jointly developed checklists some of the tools to be used for this effort?
- What are the constraints and hurdles we should be aware of and address?
- Are there difficulties rooted in organisational cultures to be overcome?
- Are there special problems arising from accountability for our respective mandates that must be dealt with?"

### Note to trainer

- ✓ *Ask participants to comment on the objectives and ask them if there are any objectives that they think could be stated in a different way to make them clear.*
- ✓ *Remind participants that the objectives will be revisited at the end of the workshop to see if they have been met.*

### Slide 7: Objectives for this workshop

The objectives for the workshop are that, by the end of this workshop, you will be able to:

- Explain the **human rights foundations** and basic concepts of the international refugee protection system;
- Outline internationally accepted **refugee protection tools**;
- Describe the **various actors** involved in refugee protection;
- Identify some of the **particular protection needs** of specific groups, such as refugee women, children, the elderly, and the disabled;
- Suggest **solutions** to some refugee protection problems;
- Work towards **improved cooperation** between actors with different roles in protection.

Activity 3 - Workshop Overview			
Timing		Method	Resources needed
Ground rules	10'	Plenary brainstorming	Agenda
Agenda	10'	Introduction to the agenda	
Total: 20 minutes			

### Ground rules (10 minutes)

On a flip chart, write the title **ground rules**.

**Ask participants** how they want the workshop to run. Are there any specific considerations they feel would be appropriate? Examples might include: returning on time from breaks, turning off or silencing mobile phones, being concise when giving feedback, listening to everyone's contributions, and so on.

**Add any ground rules** that you would like that have not already been suggested.

**Introduce the person** they can approach with practical concerns, and cover any initial practical or logistical issues that may come up during the course of the workshop.

**Let participants know about the following:**

**Introduce the “park sheet”,** where **outstanding issues** can be placed for questions and more in-depth discussion at the end of the workshop.

**Introduce *Protecting Refugees: A Field Guide for NGOs*** (since much of the training programme is based on this book) and bibliographies or materials already in the welcome folder, and tell the participants about how to check for recent information on refugee protection following the workshop (e.g., websites: the UNHCR, [www.unhcr.org](http://www.unhcr.org) the ICVA, [www.icva.ch](http://www.icva.ch); Convention Plus processes, etc.).

**Explain** what will and will not be distributed, so that participants know when they will have to take notes if they want to retain a record. Indicate that, at the appropriate time, you will let participants know that they need to take notes.

**Introduce the “ways forward sheet”,** where participants can note **suggestions for improving** refugee protection in their context.

### Introduce the workshop agenda (10 minutes)

The workshop agenda shows a series of sessions that are linked in content and that relate to **the *Field Guide for NGOs* and the refugee cycle**.

**Participants should bring their own experiences and concerns to discussions**, so they can focus the time and energy of the workshop on key issues that they would like to see addressed. To this extent, they can contribute to setting the agenda for key issues discussed at the workshop.

This may be a good time for participants to flag any major practical issues they have.

**Refer to the expectations of participants gathered in Activity 1.**

Identify expectations that are unrealistic.

Discuss and clarify other issues as necessary.

Indicate to participants that they will have a chance to revisit these expectations at the end of the workshop. Keep the expectations sheet displayed throughout the workshop and give participants the option to tick off their expectations if they feel they have been achieved.

Outcomes refers to the changes or actions that take place as a result of the workshop. Possible ways forward, suggestions for future action, on a joint basis or otherwise, should be noted as they arise during the workshop on the **ways forward sheet**.

Module 10 is dedicated to reviewing these ideas, adding to them, and doing some very broad group planning at the end of the workshop.

Ask participants to add to or subtract from the possible outcomes listed below:

- Improved understanding;
- Programme-related adjustments;
- Improved coordination;
- Joint initiatives;
- Further training.

#### Note to trainer

✓ This session should, of course, be adapted to reflect the **particular needs of the participant group in your workshop**. You should refer to the overall workshop agenda for guidance on what to emphasise in this module.

Check if any clarifications are needed on any aspect of the session.