

Appendix 3: FGD Guidelines-Staff

HUMANITARIAN ACCOUNTABILITY TEAM Lessons Learned: Field Staff Focus Group Discussions 17 September 2007

NOTE: Items in **BLUE** are the facilitator script.

Items in **BLACK** are notes to help the facilitator.

Items in **BLACK BOLD** are instructions to the reporter for recording.

Key Concepts to be Explored	Facilitator Guide Script	Time
INTRODUCTION		
<p>a) Ensure all participants understand purpose of meeting.</p> <p>b) Introduce yourself to participants.</p>	<p>Good morning/afternoon. I want to thank all of you for coming today. My name is _____ and I work with World Vision in Colombo. Can each of you share your name with me?</p> <p>FACILITATOR: Go around room and get only name from each person.</p> <p>The reason we are meeting today is because I am interested in hearing your opinion about some of the activities we have done with you. The meeting will take 1 hour.</p> <p>During this hour, when someone is speaking, I ask that the rest of the group remains quiet and listens to that person. If you have something to say, I will make sure that you get a chance to say it. Please do not interrupt anyone and respect whoever is speaking. If you need to leave the meeting for any reason, please do so quietly.</p> <p>Does anyone have any questions?</p>	10 min

Key Concepts to be Explored	Facilitator Guide Script	Time
1. Application of skills and knowledge acquired through training		
<p>a) Effectiveness of training delivered and delivery methodology.</p> <p>b) Evidence that skills/knowledge acquired continue to be used.</p> <ul style="list-style-type: none"> - LCP - Leadership - Advocacy 	<p>REPORTER: This is the beginning of the focus group questions. Listen carefully to the discussion and note responses from participants. Write down relevant quotes from participants.</p> <p>a) What kind of staff training did you receive? FACILITATOR: If they do not remember, remind them of trainings you are aware of.</p> <p>REPORTER: Note list.</p> <p>REPORTER: Note how many say they have received each training: Advocacy _____ Leadership _____ LCP _____</p> <p>b) How have you used the trainings in your work? Give examples.</p> <p>REPORTER: Note how they have used the trainings. Please document specific quotes.</p> <p>c) Have you received training from other organizations? How did these trainings compare to previous trainings you have received?</p> <p>REPORTER: Note the number of people that have received other training</p>	10 min
2. Forms of information sharing and consultation		
<p>a) What forms of consultation were most appreciated/effective? Explore use of tools such</p>	<p>a) What forms of community consultation were the most effective?</p> <p>REPORTER: Flip chart to be used; each participant to rank top 3 forms of consultation they think were the most effective.</p>	10 min

Key Concepts to be Explored	Facilitator Guide Script	Time																																			
<p>as:</p> <ul style="list-style-type: none"> - picture cards - project ranking tools - videos - print materials - focus group discussions - community meetings - individual meetings <p>b) Do people feel they were adequately consulted about activities on the site?</p> <p>c) Do women and vulnerable groups feel they were consulted?</p>	<table border="1" data-bbox="646 423 1530 740"> <thead> <tr> <th rowspan="2">Tool</th> <th colspan="3">Ranking</th> </tr> <tr> <th>1</th> <th>2</th> <th>3</th> </tr> </thead> <tbody> <tr> <td>Picture Cards</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Project Ranking Tools</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Videos</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Print materials</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Focus Group Discussions</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Community meetings</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Individual meetings</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>b) Do you feel people were adequately consulted about activities on the site?</p> <p>REPORTER: Note quotes from participants on adequacy of consultation activities.</p> <p>c) Do you feel vulnerable groups and women were consulted?</p> <p>REPORTER: Note quotes from participants on how relations have changed.</p>	Tool	Ranking			1	2	3	Picture Cards				Project Ranking Tools				Videos				Print materials				Focus Group Discussions				Community meetings				Individual meetings				
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<p>3. Adequacy of training</p>																																					
<p>a) Do staff feel you had adequate training to carry out your work?</p> <p>b) What positive changes have been observed in communities as result of HAT activities?</p>	<p>a) Do you feel the training you were given was adequate to effectively work with communities?</p> <p>REPORTER: Note responses.</p> <hr/> <hr/>	<p>10 min</p>																																			

Key Concepts to be Explored	Facilitator Guide Script	Time
4. Effectiveness of training in community relations		
<p>a) What positive changes have been observed in communities as result of HAT activities?</p> <p>b) What has contributed to the improvement or worsening of community relations? Have peace building activities contributed?</p>	<p>a) What positive changes have you noted/ observed in communities as a result of your activities?</p> <p>REPORTER: Note quotes from participants on how relations have changed.</p>	<p>10 min</p>

Key Concepts to be Explored	Facilitator Guide Script	Time
5. Organisational support		
<p>a) How did the HAT structure support your activities? This includes technical support/ supervision and feedback on performance. Refer to the three phases; beneficiary selection; LCP/Advocacy; Transition.</p> <p>b) What further training/ skills development can help you improve in your community engagement activities?</p>	<p>a) In what ways has the HAT structure supported your activities in the three program phases?</p> <p>REPORTER: Note the kind of support stated by staff within the team as they undertake their activities?</p> <p>b) What further skills could help you improve in you community engagement activities?</p> <p>REPORTER: Note any areas of further improvement mentioned.</p>	

HUMANITARIAN ACCOUNTABILITY TEAM
Lessons Learned: Staff Key Informant Interview: 17 September 2007

1. Reflections on training received
a) Relevance of staff training
i) What training did you undergo as HAT member? ii) In what ways did the training assist you in your daily activities as a HAT member? Evidence how training acquired was applied needed.
b) Effectiveness of training
i) How did you ensure that training received was put into effective use e.g. training results in positive impact to target communities?
2. Community Facilitation Process
a) Effective methods of community facilitation
i) Which methods of community facilitation used by HAT would you consider most effective? ii) What steps did you take to ensure that the community consultation process was all-inclusive in terms of gender, age and ethnicity (i.e. encouraging participation by all groups of people in the communities)?
3. Positive changes in staff and communities
a) What notable positive changes did you observe in staff and communities as a result of HAT activities?
i) What change did you notice in communities as a result of HAT activities? E.g. advocacy, peace building, beneficiary selection, coordination with other agencies.
4. Organisational support
a) What was the relationship between HAT field staff and Colombo HAT management in terms of?
i) Work planning and task allocation ii) Providing feedback on performance and providing expertise/coaching
b) How did HAT field staff relate with other field-based staff in terms of roles, expectations and complimenting each other?
i) What were the advantages of having HAT staff supporting the implementation team at field level? Were there any challenges faced in terms of HAT staff relating with other field staff?