Camp Coordination Camp Management Training of Trainers (CCCM ToT) Report

29th April -03 May 2024

CCCM Cluster, UNHCR, XB Operation, Gaziantep, Turkey.

Location: Shimall Hotel, Gaziantep, Turkey
Dates: 29th April -03 May 2024
Trainers: Clara Seguro, Omar Suleiman and co trainers
Organized by: North-west Syria CCCM Cluster, supported by UNHCR, Cross-Border operation
Number of participants: 20 Participants
Language: Arabic and English

Photo shows participants celebrate compilation of TOT training.

Preface

The CCCM Cluster in Gaziantep is pleased to see the capacity building initiatives completed for CCCM capacity resource teams who are expected to play critical role in facilitating the

capacity strengthening of key actors across over 1500 Displacement sites, hosting 2 million internally persons in Syria.

It is particularly fulfilling to note that the training was a result of a collective effort by NGO partners; Violet, Mercy USA and HIHFAD, whose trained personnel were engaged in the planning and facilitation of the training along side the cluster technical teams.

Much appreciation to the CCCM Global cluster, UNHCR support, and NGO partners who committed valuable staff for the training, and to further role out the CCCM trainings in Syria.

This training initiative leaves much room for support and wider coverage to strengthen management of last resort sites, which the Cluster in Syria will continue to count on partner's support to the resource persons with necessary facilitation to train key actors.

In line with localization agenda, the participants are expected to rollout CCCM trainings to local actors in IDP sites in Syria, Camp managers, local authorities, civil society organizations, NGO partners and affected population self-management structures across Syria.

CCCM Sector- Syria Response.

Training Context:
North-west Syria (NWS) has been grappling with a protracted humanitarian crisis, characterized by conflict- induced displacement, widespread destruction of infrastructure, limited access to basic services, effects of climate change, and a precarious socio-economic situation for the affected populations. The forcibly displaced persons and their hosts face acute challenges in terms of access to healthcare, education, shelter, food security, and livelihoods. In addition to the ongoing conflict, the earthquake that hit the region on 6 February 2023 exacerbated the overall humanitarian situation, leading to a continuous influx of internally displaced persons (IDPs) and placing immense strain on existing resources and capacities. The CCCM Cluster continue to play a vital role in coordinating a multi-sectoral humanitarian response to the needs of more than 2 million Internally Displaced Persons (IDPs) currently residing in 1,548 IDP sites (formal and informal) across North-West Syria. Notably, around 80% of these IDPs are self-settled in unplanned IDP sites, with limited access to basic services. The training of trainers (TOT) training aimed at enhancing the knowledge and technical skills of CCCM partners, augment resources, facilitate effective mobilization efforts, and empower participants to assume leadership roles in coordinating humanitarian responses to IDPs in North-West Syria (NWS). In total, 20 participants, from National and International NGOs participated in the 5- days in-person comprehensive training
Objective of the training: • -Strengthen CCCM footprint in IDP locations across Northwest Syria Operation: • -Enhance the quality of assistance for IDPs in Collective Sites. • -Improve coordination among humanitarian workers in areas hosting IDPs in sites.

- -Develop national/local capacity in CCCM to rollout CCCM trainings in NWS.

Photo shows session delivered by Trainer on Feedback

Participants:

1 June 2024 to 31 May 2025. Learners' expectations were as follows:

The participants were selected from candidates who attended the CCCM introductory training sessions conducted in Gaziantep in October 2023, and in Azaz city, Aleppo governorate, Northwest Syria in November 204. Most of them hold advanced levels of education, occupy high positions of responsibilities , and possess substantial experience in management and related fields (Please see attached participants profile for more information).

The main expectations of the participants were outlined as follows:

- To gain deeper knowledge in training methodologies, information delivery techniques, and purposeful learning activities tailored for specific training needs.
- To comprehend the role and responsibilities of CCCM trainers, enabling confident delivery of training in the future.
- To improve skills in conducting training within Syria and deepen understanding of CCCM activities.
- To develop technical expertise within the CCCM sector and subsequently provide training to humanitarian staff operating in Syria.
- To garner valuable insights into effective training methodologies and foster strong communication and leadership skills.
- To acquire techniques and learning methodologies necessary for delivering impactful training sessions to fellow humanitarian workers, enabling them to respond efficiently to the needs of displaced populations.

Upon completion of the Training of Trainers (TOT) program, participants were equipped to conduct supported training sessions for site managers, CCCM cluster members, local authorities, partners and displaced communities, tailored to their specific contextual needs.

Was the training relevant for these participants? Explain:

All participants are currently managing CCCM activities in camp and camp-like setups, and most of them have received prior CCCM Induction trainings or relevant training.
The training provided is highly useful for the participants, as it was tailored based on an analysis of the CCCM Learning Needs Survey responses. This analysis enabled the CCCM Cluster to identify specific training needs as requested by its members and partners.

The trainers used the CCCM global training materials in as the primary reference curriculum. To make the training more region-specific, of the training materials were adopted to the NWS context. Additionally, the CCCM trainer used relevant tools applicable to various topics to assist participants in applying practical CCCM knowledge and expertise.

The overarching goal of the Training of Trainers (TOT) is to enhance the knowledge and technical skills of CCCM partners, augment resources, facilitate effective mobilization efforts, and empower participants to assume leadership roles in emergency response to displacements and crises in North-West Syria (NWS) among CCCM partners in the region.

Photo shows group working during CCCM TOT training

Training:

The Training Materials: Please evaluate the training materials by module (including objectives, power points, handouts, and session plans).

Include comment on which materials were amended, which materials worked well, which materials would benefit from an update, key recommendations for improvements:

Module 0: Introduction to CCCM Training of Trainers (ToT)

This module provides an overview of CCCM Training of Trainers (ToT), participants presentations and offers insights into its historical background.

Key learning objectives include:
- Familiarizing participants with ToT training materials.
- Providing a concise history of CCCM as a sector.
- Exploring different CCCM training options available.
- Clarifying the roles and responsibilities of CCCM trainers.
- Introducing CCCM tools to the group.

Module 1: Presentations of CCCM related Topics

This module provides a safe space for participants practice the diversity of situations where the knowledge on CCCM and the topics covered by the training can be applied, including donors visits, interactions with authorities, partners and communities where participants need to explain main CCCM concepts in different languages.

Module 2: Principles of Adult Learning:

This module provided a concise historical overview of adult learning principles and introduced participants to the global landscape of Training of Trainers (TOT) alongside various types of CCCM training. The session's learning objectives encompassed:

- Describing adult learning principles.
- Defining the four learning styles.
- Explaining the influence of adult learning styles on training design.
- Identifying the roles of trainers.
- Exploring participative training methods.
- Understanding adult learning processes.
- Andragogy theory for adult learning.
- Kolb's learning cycle.

Module 3: Interpersonal Communication:

This module discusses the importance of effective interpersonal communication in CCCM, emphasizing its role in building trust, addressing concerns, and facilitating collaboration. It encompasses interactions among camp management staff, displaced populations, and various stakeholders.

Key Aspects of Interpersonal Communication:
- Explore how the trainer's approach, body language, and voice can significantly impact training effectiveness.
- Understand the diverse perceptions of participants and the significance of interpersonal communication skills and techniques in enhancing learning outcomes.
- Differentiate between open and closed questions and practice how the intent behind a question shapes its understanding.
- Emphasize the necessity of clear communication in delivering instructions to participants.

Module 4: Managing Groups, Time, and Space:

This module highlights the importance of effective time and group management and how to facilitate discussions. The objectives of the session include:

- Explaining the significance of good time management during sessions.
- Defining the roles of the trainer, facilitator, and controlling the pace and flow of a session.
- Facilitating group discussions and managing the group effectively.
- Identifying basic facilitation competencies and skills.
- Developing strategies to address challenging behaviors.
- Identifying the advantages and disadvantages of various room setups.

Module 5: PowerPoint Mastery:
This module delved deep into the realm of PowerPoint, offering valuable insights into its effective utilization.

- Craft an Impactful PowerPoint Presentation
- Harnessing the Power of PowerPoint
- Crafting a Strong Slide Structure
- Evaluating the Impact of Images: From Effective to Ineffective
- Exploring different applications to be used on in-person and online trainings
- Contemplating Life Beyond PowerPoint.

Module 6: Constructive Feedback.
This topic explains that constructive feedback is one of the most effective ways of learning more about ourselves!

Key Aspects of Feedback:

- Define "feedback.
- Explain the importance of feedback in the learning process.
- Identify the use of feedback through the Johari window.
- Describe how to give and receive feedback.
- Learning Reflection Journal.
- How can my feedback positively support my colleagues' learning?

Module 7: Designing a Training Event:

This module focuses on standard training design, location selection, logistics, and overall execution. Participants delve into CCCM training design through group work, gaining the opportunity to craft exercises relevant to the context. The training objectives include:

- Listing key issues for planning a training event
- Explaining the significance of conducting a Learning Needs Assessment (LNA)
- Describing SMART objectives and their composition
- Identifying the various stages of the training cycle
- Providing tips for designing a successful training event
- Learning Needs Assessment is integral to this process.

Module 7: Ways Forward

This Module presents the connection between the CCCM ToT Training and the Global Opportunities on Capacity Development in CCCM and presents the Strategical guidance on the use of CCCM Training Nationally to NWS CCCM Cluster, including a practical discussion on the debriefing to be made with participants 'organizations and the follow up meeting to share training plans and possible creation of a forum to lead the delivery of CCCM trainings in Siria.

Summary of Group Work Sessions:

Sessions led by participants:

On Days 2 and 4, participants took the lead in facilitating group sessions. Each session, spanning 50 minutes by groups, showcased the participants' enhanced skills, incorporating lessons learned from previous presentations.

Topics covered by participants included:

Group Work Session on Introduction to CCCM:
This module provides insights into its historical background and the global landscape of displacement. Participants are introduced to various types of displacement sites and essential CCCM tools. The session aims to equip CCCM practitioners with the necessary skills to enhance camp responses and elevate standards within the sector. Key learning objectives include:

- Examining the global reality of displacement.
- Highlighting the complexities and diversity of human displacement.
- Describing various types of settlements for displaced communities.
- Illustrating the camp life cycle and its three phases.

Group Work Session on Roles and Responsibilities in CCCM:
This module delved into the intricate roles and responsibilities within a Humanitarian Response for IDPs, focusing on the Camp Management Agency, the Camp Coordination Agency, and the Camp Administrator. Participants engaged in discussions to clarify expectations, identify areas of ambiguity, and foster mutual understanding. Objectives included:
- Describing the interconnectedness of roles within the CCCM Cluster.
- Identifying stakeholder expectations and addressing role clarity.
- Working towards consensus on responsibilities within the working environment.

Group Work on Humanitarian Principles and Code of Conduct:
Humanitarian principles provide the bedrock for humanitarian action in CCCM. These principles steer our efforts, ensuring a principled, effective, and accountable response in crisis situations.
- Humanity: This principle underscores the worth of every human life and the relief of suffering. In CCCM, it translates to safeguarding the safety, well-being, and dignity of displaced populations.
- Neutrality: Neutrality mandates that humanitarian actors remain impartial in conflicts and provide assistance based solely on need. In CCCM, we prioritize the most vulnerable and marginalized populations.
- Independence: Humanitarian actors must uphold independence from political, economic, or military influences to ensure assistance is driven by genuine needs. In CCCM, we strive for autonomy and resist external agendas.

- **Accountability:** Accountability requires that humanitarian organizations are answerable for their actions and transparent in decision-making. In CCCM, we maintain responsibility and transparency in our operations.

Group Work on Data Collection and Information Management:
This module introduces vital concepts of CCCM information management, critical for evidence-based decision-making in humanitarian operations. Information forms the backbone for interventions, planning, advocacy, operations management, coordination, and impact assessment. The objectives of this session include:

- Defining roles within data management in the CCCM Cluster and in collaboration with OCHA.
- Demonstrating practical implementation of IM through key field tools in CCCM, including rapid population estimation methods, registration, camp profiles, and needs assessments.
- Clarifying the essence of Information Management (IM) and its significance in humanitarian operations.
- Describing the primary steps of IM in CCCM operations and its integration with coordination.
- Identifying camp data to be collected, specifying responsible parties, and explaining collection methods.

Group Work on Community Participation:
Emphasizing the importance of meaningful community involvement, this session explored participation as a fundamental human right. Participants discussed strategies to enhance community engagement, particularly for vulnerable groups, and assessed current participation levels. Objectives comprised:

- Defining community participation and its significance throughout the camp life cycle.
- Exploring strategies to strengthen involvement of specific community groups.
- Highlighting the role of participatory approaches in restoring dignity to displaced populations.

Group Work on Site Planning, Improvement, and Closure:
This session tackled key considerations in camp site selection, including legal aspects, accessibility, and provision for diverse needs. Participants discussed factors such as violence reduction, gender equality, and access to resources, aiming for sustainable and inclusive site planning. Key issues included:
- Legal and property rights.
- Accessibility to essential services and markets.
- Addressing gender-based violence and discrimination.
- Ensuring basic needs for all, including disabled persons.
- Selecting locations with proximity to vital facilities and transportation.

Group Work on Coordination:
This module explores coordination and monitoring of services in sites. The main focus of this module is the site managers' responsibility of coordination in displacement settings (camps or camp-like settings), together with the broad range of CCCM stakeholders.
- Define coordination of services at site level and its relevance linked to access to rights and standards.
- Reflect on practical tools for monitoring standards and key action in site management

- Identify the coordination tasks of SM teams to address existing gaps and emerging needs in site management response.
- Explore different mechanisms and tools to support the coordination role of a SM.

Group Work on Site Closure/Exit Plan:
This module analyses the main reasons for closing sites and explores long-term solutions for IDPs, considers SM team responsibilities throughout this process, in view of the actions to be planned for the closure the displacement and/or exit planning of site management operations.

- Plan the responsibilities of a SMA in the site closure process.
- Discuss how the SMA could support the situation based on the guiding principles
- Plan key aspects of site closure based on various scenarios.

The Training Process:

- **Pace**: We maintained a dynamic pace throughout the training, ensuring participants remained engaged without feeling rushed.
- **Variety of Activity and Methodology**: We incorporated a diverse range of activities and methodologies, including interactive discussions, group exercises, coaching of groups and practical demonstrations. This variety kept the training sessions dynamic and catered to different learning styles.
- **Training Style:** Our training style focused on fostering active participation and encouraging open dialogue. We created a supportive environment where participants felt comfortable sharing their experiences and insights.
- **Atmosphere:** The atmosphere was conducive to learning, characterized by enthusiasm, mutual respect, and collaboration. Participants actively contributed to discussions and demonstrated a genuine interest in the subject matter.
- **Balance Between Trainers:** The balance between the two trainers was effective, allowing us to complement each other's strengths and expertise. We coordinated seamlessly to deliver cohesive and comprehensive training sessions.
- **What Worked Well**: The interactive elements, such as group activities and role-playing exercises, were particularly effective in reinforcing key concepts and promoting experiential learning. Additionally, the use of real-world examples helped contextualize theoretical concepts and enhance understanding.
- **What I Would Change Next Time:** While the training overall was successful, incorporating more opportunities for peer-to-peer learning and knowledge sharing could further enrich the experience. Additionally, providing additional resources or follow-up materials could help participants consolidate their learning post-training.
- **Overall Feeling About the Training**: we are extremely pleased with the outcome of the training. It was gratifying to see participants actively engage with the material and leave with newfound knowledge and skills. Their positive feedback and enthusiasm were a testament to the effectiveness of the training program.

Photo shows energizer activities between sessions

Summary:

We firmly believe that the five-day TOT training program successfully achieved its objectives and met the needs of the learners. This assertion is supported by the positive feedback, satisfaction, and active engagement demonstrated by the participants throughout the training (please see annex4).

Individual evaluation comments varied among participants but remained within the framework of the training. Notably, participants found the following aspects of the training most valuable:

- Principles of adult learning.
- Designing a Training event.
- Roles and responsibilities.
- Standards and camp design.
- Coordination and interpersonal communication.
- Protection and community participation.

General key recommendations:

- Establish a CCCM Capacity Building Resource Forum for Cross-Border Operations in north-west Syria.
- Discuss the feasibility of conducting one or two CCCM Induction Trainings by the end of the year.
- Determine the frequency of group meetings and appoint a group leader.
- Coordinate the delivery of trainings for local authorities, community leaders and NGO partners by region inside Syria.
- Define the necessary training approaches and establish the conditions for training delivery for local government, national government, partners, site managers, and humanitarian staff.
- Outline the rollout plan for implementing these recommendations.

Commitment:

Participants and their organizations actively engage in work within IDP sites or Reception Centers in NWS. They express dedication to contributing to the CCCM capacity-building process and facilitating CCCM training sessions for partners in NWS over the next year.

Summary of participant evaluations:

Overall, the evaluation indicates that the training was well-received by participants, with positive feedback on its content, delivery, and relevance to their work in camp management.

Recommendations from Participants:
- All participants unanimously agreed to maintain the active status of this group as the CCCM Capacity Building Development Team.
- Enhance communication, coordination, collaboration, and conduct additional CCCM training in NWS and the region.
- The group committed to actively encouraging female participation in CCCM trainings.
- Facilitate the sharing of information, challenges, and lessons learned among group members.
- The group pledged to strengthen coordination and collaboration among their respective organizations.

Furthermore, some participants raised a question regarding why the CCCM Cluster, despite its commendable work for the cluster members and IDPs in north-west Syria, receives comparatively limited funding. (One participant raised the same question during the CCCM induction training we conducted in Gaziantep in October 2023.)

Participants conveyed their gratitude for the information provided and expressed their appreciation for the trainers.

Photo shows session delivered by Trainer on Adult Learning Principles

ANNEX 1: Participants List

| #	Name	Organization	Position/Role	E-mail
1	Abdu Eloso	SHAFAK	Health Officer	a.eloso@shafak.org
2	AHMAD SAEED	ALALAMEEN	Program M	saeed.ahmaed@alameen.ngo
3	Anas Fakhouri	BAHAR	WASH Program officer	anas.fakhouri@bahar.ngo
4	Dawod Al Araj	Acu-sy.org	Senior Network Officer	dawod.a@acu-sy.org
5	Hasan Assani	Global communities	IM	hassani@globalcommunities.org
6	Hatem Jandali	Iydrelief	Program Coordinator	j.hatem@iydrelief.org
7	Hisham ELHIMISH	WATAN	Shelter Technical Advisor	Hisham.elhumush@watan.org.tr
8	Hussam Habiboglu	ACTED	CCCM PM	hussam.habiboglu@acted.org
9	Ibrahim Alassi	ATAA	NFA/cccm	ibrahim.asi@ataarelief.org
10	Ibrahim Mahmoud	MUZUN	Program Coordinator	i.mahmoud@muzun.org
11	Jad Allah Hloub	Mercy without limits	Program M	Jhloubi@mercywithoutlimits.org
12	Khaled Alkteefan	UNHCR	Data Management	alkteefa@unhcr.org
13	MAJED SHIKH WISI	Takaful al sham	Project manager	m.shikhwisi@takafulalsham.org
14	Naser Huseyin	Human Appeal	Project Officer	naser.huseyin@humanappeal.org.uk
15	Necla Besata	MUZUN	Program M	n.besata@muzun.org
16	Rasha al Khuder	OCHA	AAP focal point	rasha.khuder@gvz-tur.org
17	Sami Benni	BAHAR	Program Coordinator	sami.benni@bahar.ngo
18	Tamam Duble	Global communities	CCCM Cluster Co-Coordinator	tdubel@globalcommunities.org
19	Zekeriya Gul	IOM	WASH officer	zgul@iom.int
20	Zeynep Beyazay	UNHCR	IM	beyazay@unhcr.org

ANNEX 2: Training Agenda

Hour	Monday	Tuesday	Wednesday	Thursday	Friday
8:30-09:00	Introduction	RECAP	RECAP	RECAP	RECAP
09:00 – 10:10	Participants Self-Introduction	Session led by participants	**Module 2:** Interpersonal communication skills	Session led by participants	**Module 5:** Constructive Feedback
10:10-10:40			**TEA BREAK**		
10:40-12:00	Short presentations	Session led by participants	**Module 3:** PowerPoint/Flipc hart and you	Session led by participants.	**Module 6:** Designing a training event
12:00-13:15			**LUNCH and PRAY**		
13:15-14:45	**Module 1:** Principles of adult learning	Session led by participants.	**Module 4:** Managing the group, time and space	Session led by participants.	**Module 7:** Ways Forward Evaluation
14:45-15:00			**TEA BREAK**		
15:00-17:00	Preparation of Working Groups	Session led by participants.	Preparation of Working Groups	Session led by participants.	**Closure**
17:00	**Closure day 1**	**Closure day 2**	**Closure day 3**	**Closure day 4**	

ANNEX 3: Summary of Participants´ Profiles

2. Gender

- Male   20
- Female   4
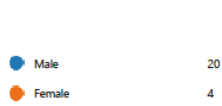
5. Did you complete a CCCM Induction Training?

- Yes   15
- No   9

Which are your expectations about this course?

I expect to acquire advanced knowledge in the field of training, information delivery methods, and learning purposeful activities to provide specific types of training. Additionally, obtaining a recognized certification that acknowledges my ability to deliver training will assist me in entering this field and enhance my capabilities. This is particularly important as the situation in Syria lacks this type of learning and experience acquisition

to gain a comprehensive understanding of the principles, standards, and best practices related to camp coordination, camp management, and displacement situations.

My expectations for this course are to gain a deeper understanding of the principles, standards, and tools of CCCM

My expectation for this course is to gain comprehensive knowledge and practical skills that will equip me to excel as a professional trainer. I aim to acquire valuable insights into effective training methodologies, develop strong communication and leadership abilities.

be able to deliver training on the CCCM and humanitarian principles including all the needed techniques and skills

Enhance my skills in providing training inside Syria and enriched my knowledge about the CCCM activity

For years, I've eagerly awaited the opportunity to join this course, driven by my passion for training, teaching, and empowering individuals to enhance their lives. I am enthusiastic about contributing effectively and meaningfully to the course, as I firmly believe in the significance of each topic it offers.

Increase technical skills within the CCCM sector and gain experience in later providing training to staff of humanitarian organizations inside Syria

I am excited about the training, and I expect to be able to transfer knowledge and experience to the camp participants to support localization.

I believe this is going to be a very informative and fun course, with no restrictions, and we'll meet a lot of people that we already know from the cluster, in addition to some new people, building great relationships.

Be able to illustrate the CCCM concepts to others and understand all CCCM related matters.

Understanding very well of CCCM activities.
Combine skills practice and theory.

Learn more about planning in the CCCM sector. CCCM's relationship with other sectors. Optimal ways to advocate for the CCCM sector and the needs of displaced people.

I expect to learn about:
How CCCM integrate with other topics or clusters
How I convince the donors that CCCM cluster is the contacting point between all the cluster and explain Importance this work ,
How we can effective sites management has improved the life of residents.
How transfer the information or facts to stakeholder

I expect that I will have a good knowledge of the cccm intervention and the integration between this sector and other sectors in the humanitarian response

Better understanding of CCCM, delivery of better CCCM management and practices to targeted society.

I expect that by the conclusion of this course, I will have gained sufficient knowledge and information to conduct induction training for field teams, local authorities, and community leaders.

The course will help me equip myself with the required techniques, and learning methodologies, that would help me deliver effective training sessions to other humanitarian workers in the field that would allow them to provide efficient and comprehensive responses to the needs of displaced populations.

I believe that the training will be a qualitative addition to the participants because of the presence of a distinguished elite, in addition to the excellence of UNHCR in providing qualitative trainings, which is provided by distinguished trainers. On a personal level, I will be pleased to acquire speaking and negotiation skills, especially in my field of work in humanitarian organizations and in the shelter and WASH sectors in particular.

Learn content by enjoying.

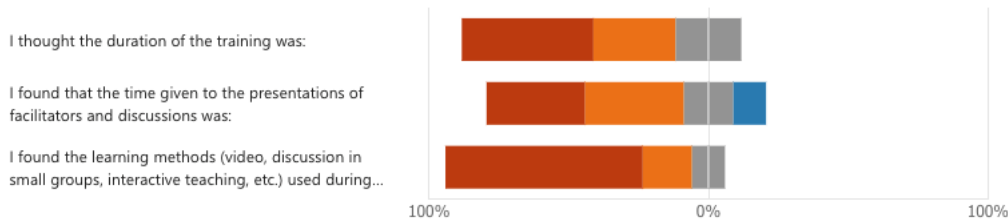Developing my capacity inu nderstanding CCCM program

To be more skilled in CCCM field and having training skills to deliver the training to other colleagues and staff later

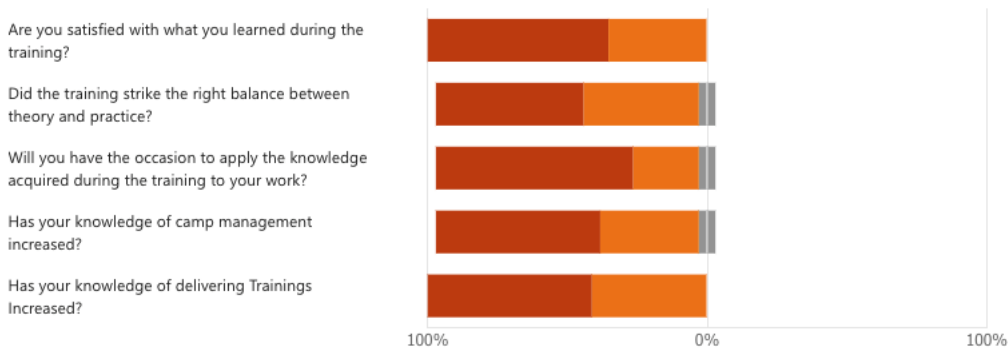Development of knowledge and practical experience in cccm.

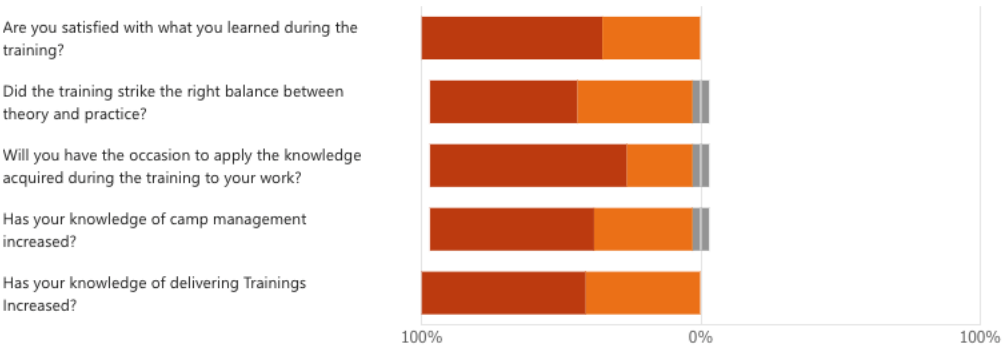## ANNEX 4: Summary of Training Evaluation from Participants

■ Excellent ■ Very Good ■ Good ■ Not Very Good ■ Not Good

I thought the duration of the training was:

I found that the time given to the presentations of facilitators and discussions was:

I found the learning methods (video, discussion in small groups, interactive teaching, etc.) used during...

100%   0%   100%

■ Completely ■ Very ■ Somewhat ■ Slightly ■ Not at all

Are you satisfied with what you learned during the training?

Did the training strike the right balance between theory and practice?

Will you have the occasion to apply the knowledge acquired during the training to your work?

Has your knowledge of camp management increased?

Has your knowledge of delivering Trainings Increased?

100%   0%   100%

■ Completely ■ Very ■ Somewhat ■ Slightly ■ Not at all

Are you satisfied with what you learned during the training?

Did the training strike the right balance between theory and practice?

Will you have the occasion to apply the knowledge acquired during the training to your work?

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Has your knowledge of delivering Trainings Increased?
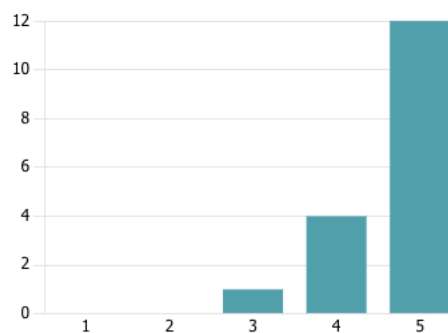
100%   0%   100%

14. On the basis of the questions asked above, express your overall satisfaction with this course

More Details   💡 Insights

4.65
Average Rating

How will the training help you in your regular work?

Time management and increasing the efficiency of communication skills

Rise the cccm complementary activities in our programs

It will help me to overcome my shyness infront of the crowd

Finding solutions to every problem I face while managing a CCCM project

Introducing humanitarian workers to work CCCM

This will help me to improve the capabilities of my CCCM team

Deliver CCCM training

By building the capacity of my team and reflecting it by work

Helping me to enhance the existing cccm activity

Puplic speaking, time management, grup management are the main responsibility of my work. The skills that i gained will help me in work in terms of those aspects.

It will help me conveying my ideas appropriately and effectively. Obtaining new and effective tools for giving any training at work and outside of work

Yes because I learner how can provide a feedback for esch each person and any situation and this will help to create a good relations with the people about

Engage the knowledge into team managment and team capacity building