



TO EMPOWER GARMENT WORKERS' ON FINANCIAL INCLUSION.



TOT ON FINANCIAL INCLUSION

Submitted to the Phulki,

Submitted by:

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ENTERPRISE CAFÉ' BD



24TH JANUARY 2019

5 Days Exclusive Workshop on "Facilitation Skills"

- Capacity Building Training Workshop (TOT on Financial Inclusion) has been held on **13th January to 17th January 2017**.
- Day: **Sunday to Thursday**
- Total Hour: **30 Hours**
- Time: **10:00 AM to 4.00 PM**
- Venue: **Fhulki Dhaka Office,**
- Date of Reporting: **24th January 2019**

Workshop Overview:

People are born with lots of potentials. They can bring changes in their lives if they want and act accordingly, they can always add value to the lives of the people and in fact, they are the builders of new hopes and aspirations. But all of these do not happen automatically. There has to be enabling environment and processes through which people can bring their desired changes in their personal, family, organizational and societal lives. In this process education and training have always been found as vehicles to utilize their potentials in the desired directions

Moreover, in the process of building human capacity, one of the great challenges is to develop a critical mass of professional trainers who can develop other learners.

The tools and techniques of participatory learning based on the principles of adult learning are highlighted in this TOT. The present workshop outline has been designed and prepared to build the conceptual understanding and facilitation skills of trainers in facilitating and managing training courses and program activities effectively and efficiently.

We all negotiate in our personal and professional lives. We need to negotiate when we are selling something, or buying something, or dealing with a project, manufacturing plan, delivery schedule, a budget, or any of a hundred other situations. In most of these cases, we are trying to resolve differences. It appears, without being a good negotiator; sometimes it becomes difficult to resolve those differences when they are really needed.

Focus of the course:

Conceptualize the training mechanism, enhance skills and act in response in terms of training implementation properly.

Contents of TOT

Workshop:

- Inauguration, registration and introduction of the course
- Baseline Assessment / Course Competency Profile
- Getting to know each other
- Expectation from the participants
- Setting training norms & Working groups formation

Concept of Training, Learning and Education

Formal & Informal

Non formal

Learning domain

Adult learning Principles

Participatory Training

Non Participatory Training

Training Facilitation Vs Education

Participatory methods in Training

Considerations in selecting training method

Small Group Discussion

Large group

Buzz Group Discussion

Role play

Case study

Exercise

Review and Reflections of the day

Check in and flashback of the previous day

Energizer : Game Exercise

Facilitation Skill:

Overall Objectives of the TOT :

To make participant understand the step by step process of facilitation, session delivery methods and technique, relevant example, Tools use and group works. So that they can manage their participants with confidence and outcomes become positive for both facilitators and participants.

It is observed that some people shy away from expression and opinion just because they are afraid of making a mistake or doing poorly. In the workshop participants will be coached as to how; with a little effort, and good negotiating skills; a better agreement can be found for both parties at the same time.

To help participants identify and experience many aspects of facilitation. Participants have to be trained to gain a better understanding of the process, what to look for, what to watch out for and how to take control of the situation.

Major Objectives:

On completion of the course participants will be able to

- Compare Training and Facilitation;
- Use the commonly exercised training methods;
- Describe the characteristic of training materials;
- Exercise different types of games and energizer;
- Demonstrate presentation and facilitation skill in training

How participants has benefited after completion this workshop:

- Participants have able to become good facilitators; they have found themselves more confident, in more control and ending up with improved results.
- Have learnt how to deliver the session among the participant’s win-win deals.
- Have developed the key role of participant’s skills that bring effectively conduction the session and in professional life.
- Participants were able to enhance their capabilities to operating and conduction their session regarding the project need.

Who would be benefited?

- . RMG Workers in their professional and family life
- . Project participants will be gain knowledge, skill about financials literacy training
- . RMG workers will apply the knowledge which knowledge taking form Project staffs.

Methodology:

- Brain storming
- Small group discussion

Concept of Facilitation and co-facilitation;
10 Golden Rules of Facilitations
Dealings with different types of participants

Presentation Skill

- Trainers Effectiveness:
Challenges and Overcoming
Strategies
Gesture
Posture
Eye contract
Movement
Voice
Mannerism
Do’s and Don’ts in presentation

Micro Presentation: Session facilitation by participants

- . Question & answer in both days
- . Role play in both days
- . Learning Checks in both days

Facilitator’s Profile:

Kh. Shabiha Sultana

Director – Training SME Café BD (Bangladesh).

Ms. Shabiha , currently holding the post of Director has been working at SME Café BD; as a consultancy firm human resource development 2017.

Shafiquer Rahman Khan

Managing Director - SME Café BD (Bangladesh).

Mr. Khan, currently holding the post of Managing Director has been working at SME Café BD; as a consultancy firm human resource development 2017.

- Large group discussion
- Buzz group discussion
- Lecture followed discussion
- Role play
- Case study
- Exercise display
- Demonstration
- Question and Answer Session,
- Group Activities,
- Kit & lecture sheet would be provided to each participant.

Participants Expectation and problem sharing for conduction of the session in women Cafe:

- Training participants has been truck less from the appropriate discussion in the topics.
- No Link or relation between right discussions among the participants.
- Time limitation
- Factory works related example should more use in the session
- Use in Simulation Game for energizer
- Lack of attention of the Participants in training session
- Lack of knowledge on motivation skill of trainers
- Identify the better technique for create enabling environment in the training session
- Need to more knowledge on basic facilitation skill.
- Step of facilitation and technique
- Problem solving through practical experience sharing

Facilitation:

Facilitation is an art which accelerates the session using improved questioning to stimulate the participants and which encourages the participants to actively listen to each other interact, relate new ideas, analyze them and learn.

“To facilitate means to make easier. It is task of the facilitator to make discussion easier, to make it flow, and to enable the participants to learn from each other. The facilitator helps the group arrive at understandings and decisions at are its task.”

Learning Domain:

There are three type of domain which is cognitive, Psychomotor and Affective domain, Facilitators should be think about participants understanding level and perception level then facilitators has been using or applying the appropriate domain regarding the circumstance.

Training :

Training is a continuous Process by which knowledge, skill and attitude and behavior/ habitual changes have in positive. Training means the needed activities of a worker who is doing something or will be appointed to doing something of his/her duties in accomplished.

It would be considered on K A S H which is narrated of Knowledge, Attitude, Skill, and Habits of training receiver.

Next facilitator has gave the group work on facilitation skill and another is how to ensure the participatory:

Group-01: Facilitation Skill:

- a. Clear understanding and proper description about topics
- b. Speech delivery with clear language
- c. Self confidence
- d. Friend ship relation build up with participants
- e. Proper participation ensure
- f. Proper utilization of training materials
- g. Lesson plan preparation
- h. Listening skill
- i. Questioning skill
- j. Clear understanding about training method.
- k. Create enablement environment
- l. Body languages
- m. Timing

Group-02: How to ensure the participatory :

1. Respect to all participants opinion
2. Good listener
3. Open ended questioning skill
4. Experiential base discussion
5. Need base training method use
6. Create enjoy and peaceful environment
7. Eye contract
8. All Mistakes are always allowed.
9. Ice braking
10. Group Building
11. Roll play, case study, story, game.

Training Method:

1. Braining storming
2. Picture analysis
3. Small group discussion
4. Role play
5. Experience sharing
6. Simulation game
7. Debate
8. Open discussion

Module / Content wise Demonstration or Dry Run session:

Facilitator has segregation the small groups for individual's session conduct regarding the module. Then project staff has been conduction the respective session in front of TOT participants and observer has given the feedback against the facilitations skill.

All facilitators were taking the feedback for their further development and reduce their error of facilitation. Observer or Consultant also provided their valuable feedback on Financials literacy training module.

Consultant recommendation to facilitate the training:

- Facilitators will be ensured the homely environment before conduct any session.
- Use of surname for energizing with Participants
- Responsibility distribution among the training participants
- Hand over the stick
- High rapport building technique with participants
- Simulization game
- Ignite learning
- Enabling environment ensure
- Participants will be playing the role of facilitators.
- Same think and same attitude
- Avoid distance from facilitators and participants.
- No binding regarding the training norms

**SME CAFÉ BD
Course Evaluation Form
5 Day Training for Phulki’s Staff**

Please give us your frank reactions and comments. They will help us to evaluate this program and improve future programs.

Please tick (√) as appropriate:

	1	2	3	4	5
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1. Most of the contents were relevant to my needs					10
2. The contents were important and I learned from the training				2	8
3. The facilitator had sound knowledge of subject matter					10
4. The presentation was effective				1	9
5. The overall objective of the course was achieved				2	8

Reaction

What I liked most about the course were:

- Family budgeting (4 persons)
- Financial planning for Future (3 persons)
- Personal financial management
- Savings(5 persons)
- Banking (3 persons)
- Both facilitators have sound knowledge of subject matters
- Facilitators
- Lot of information were in this training and we achieved our objectives
- Facilitation
- Insurance
- Different financial institute and their products (2 persons)
- Everything is excellent for me (3 persons)

That I did not like about the course were:

- Time management – 1 person

Please suggest how the course could be improved:

- Everything is very good(3 persons)
- Overall the course were good
- Course was perfect
- All sessions was effective
- It would be better for me, if I received this course at the beginning of project.

Thank you for your cooperation





SME CAFE' BD
ToT on Economic Empowerment and Financial Inclusion
Date: 13th January to 17th January 2019
Venue: Phulki Head Office, Dhaka

Sl.	Name of Participants	Designation	Area / Location	Marks Obtained	
				Full marks 50	
				Pre test	Post Test
1	Fahmida Akter	Master Trainer	Gazipur	30	50
2	Runa Laila	Master Trainer	Do	45	50
3	Razia Khanam	Project Supervisor	Do	40	50
4	Salma Sadia Khan	Master Trainer	Do	35	45
5	Maharun Nessa Seema	Master Trainer	Do	15	45
6	Shahanaj Akter	Project Supervisor	Dhaka	40	50
7	Shakera Mukty	Master Trainer	Gazipur	45	50
8	Farjana Tabassum	Project Supervisor	Dhaka	45	50
9	Farah Thashin	Material Development officer	Dhaka	X	X
10	Sahida Akter	Master Trainer	Gazipur	45	50
11	Fahima Akter Urme	Master Trainer	Gazipur	50	X
12	Muziba Akhter	Master Trainer	Gazipur	45	50
13					

Name of Facilitators:

- 1) Ms. Khondoker Shabiha Sultana (Lead Trainer);
- 2) Mr. Shafiqur Rahman Khan (Co – Lead Trainer)

Participant's daily reaction

			
<p>१^अ दिन</p>			
<p>२^अ दिन</p>			
<p>७^अ दिन</p>			
<p>४^अ दिन</p>			
<p>८^अ दिन</p>			

Pictures gallery

