

Training Module

Roles and Responsibilities of NGOs/CBOs/CSOs in DRR/CCA - Facilitator Handbook



Training Module on roles and responsibilities of NGO/CBOs/CSOs in DRR/CCA

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LIST OF ABBREVIATIONS

ALNAP	•	Active Learning Network for Accountability and Performance in Humanitarian Action
AREA	•	Addressable Satellite Radios for Emergency Alerting
ASHA	•	Accredited Social Health Activist
BBA	•	Build Back Better
BIS	•	Bureau of Indian Standards
BSF	•	Border Security Force
CBDP	•	Community Based Disaster Preparedness
CBDRM	•	Community Based Disaster Risk Management
CBOs	•	Community Based Organisations
CBRN	•	Chemical, Biological, Radiological and Nuclear
CCA	•	Climate Change Adaptation
CCAP	•	Climate Change Action Programme
CCF	•	Community Contingency Funds
CCS	•	Cabinet Committee on Security
CD	•	Civil Defence
CHC	•	Community Health Centre
CHS	•	Core Humanitarian Standards
CISF	•	Central Industrial Security Force
COMPRED	•	Community Monitoring and Preparedness for Disasters
CRED	•	Centre for Research on the Epidemiology of Disasters
CRPF	•	Central Reserve Police Force
CSI	•	Climate Sensitivity Index
CSOs	•	Civil Society Organisations
CSR	•	Corporate Social Responsibility
DDMA	•	District Disaster Management Authority
DEC	•	Disasters Emergency Committee
DM	•	Disaster Management
DMA	•	Disaster Management Act
DMIS	•	Disaster Management Information Systems
DMT	•	Disaster Management Team
DRH	•	Disaster Reduction Hyperbase
DRM	•	Disaster Risk Management
DRR	•	Disaster Risk Reduction
EIA	•	Environment Impact Assessment
EM-DAT	•	Emergency Events Database
ERO	•	Emergency Relief Organisation
EW	•	Early Warning

FAO	•	Food and Agriculture Organisation
FGD	•	Focused Group Discussions
GCCA	•	Global Call for Climate Action
GIS	•	Geographic Information System
GIT	•	Geographic Information Technology
GLOF	•	Glacial Lake Outburst Floods
GO	•	Government Organisation
GOHP	•	Government of Himachal Pradesh
GOI	•	Government of India
GP	•	Gram Panchayat
GPS	•	Global Positioning System
HAP	•	Humanitarian Accountability Partnership
HF	•	High Frequency
HFA	•	Hyogo Framework for Action
HPC	•	High Powered Committee
HPSAPCC	•	Himachal Pradesh State Action Plan on Climate Change
IAG	•	Inter Agency Group
IASC	•	Inter-Agency Standing Committee
ICRC	•	International Committee of the Red Cross
ICT	•	Information Communication Technology
IDRL	•	International Disaster Response Law
IDRN	•	India Disaster Resource Network
IFRC	•	International Federation of Red Cross and Red Crescent Societies
IIPA	•	Indian Institute for Public Administration
INCCA	•	India Network for Climate Change Assessment
INEE	•	Inter-Agency Network for Education in Emergencies
IPCC	•	Intergovernmental Panel on Climate Change
ITBP	•	Indo-Tibetan Border Police
JNNURM	•	Jawaharlal Nehru National Urban Renewal Mission
KSA	•	Knowledge, Skills, Attitude
LDOF	•	Landslide Dam Outburst Floods
LEO	•	Low Earth Orbit
LPG	•	Liquefied petroleum Gas
MBF	•	Main Boundary Fault
MBT	•	Main Boundary Thrust
MCT	•	Main Central Thrust
MGNREGA	•	Mahatma Gandhi National Rural Employment Guarantee Act
MHA	•	Ministry of Home Affairs
MHPSS	•	Mental Health and Psycho-Social Support Network
MSK	•	Medvedev–Sponheuer–Karnik scale
MW	•	Megawatt
NADAMS	•	National Agricultural Drought Assessment and Monitoring System

NCC	•	National Cadet Corps
NCDC	•	National Civil Defence College
NCMC	•	National Crisis Management Committee
NDEM	•	National Database for Emergency Management
NDMA	•	National Disaster Management Authority
NDMICS	•	National Disaster Management Information and Communication System
NDRF	•	National Disaster Response Force
NEC	•	National Executive Committee
NEP	•	National Environment Policy
NFSC	•	National Fire Service College
NGDO	•	Non-Governmental Development Organisations
NPDM	•	National Policy on Disaster Management
NRHM	•	National Rural Health Mission
NSS	•	National Service Scheme
NYKS	•	Nehru Yuva Kendra Sangathan
ODRC	•	Owner Driven Reconstruction Collaborative
OFDA	•	Office of US Foreign Disaster Assistance
PHC	•	Primary Health Centre
PPP	•	Public Private Partnership
PPT	•	Powerpoint Presentation
PRA	•	Participatory Rural Appraisal
PRI	•	Panchayati Raj Institution
PWD	•	People with Disabilities
RH	•	Rural Hospital
RS	•	Remote Sensing
SAR	•	South Asia Region
SDMA	•	State Disaster Management Authority
SDMP	•	State Disaster Management Plan
SDP	•	State Domestic Product
SDRF	•	State Disaster Response Force
SEC	•	State Executive Committee
SHG	•	Self Help Group
SKO	•	Superior Kerosene Oil
U-DRR	•	Urban DRR
UNDP	•	United Nations Development Programme
UNEO	•	United National Environment Organisation
UNESCO	•	United Nations Education, Scientific and Cultural Organisation
UNFCCC	•	United Nations Framework Convention on Climate Change
UNFPA	•	United Nations
UNHABITAT	•	United Nations Habitat
UNICEF	•	United Nations Children's Fund
UNISDR	•	United National International Strategy for Disaster Reduction

UNOCHA	•	United Nations Office for the Coordination of Humanitarian Affairs
UNOPS	•	United Nations Office for Project Services
UNV	•	United Nations Volunteers
VDMC	•	Village Disaster Management Committee
VDMP	•	Village Disaster Management Plan
VHF	•	Very High Frequency
VNA	•	Vulnerability and Needs Assessment
WASH	•	Water, Sanitation & Hygiene
WCDR	•	World Conference on Disaster Reduction
WFP	•	World Food Program
WHO	•	World Health Organisation
WMO	•	World Meteorological Organization
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INTRODUCTION TO THE COURSE

Overview

The geo-climatic conditions as well as its close proximity to the Himalayas make Himachal Pradesh among the most vulnerable states to natural hazards in the country. The State is highly vulnerable to earthquake and flood. The entire state falls under one of the most seismically active regions falling in Zone V. The state is also highly susceptible to landslide and avalanche hazards. Disasters strike the state with regular frequency, causing human and economic losses. Other than earthquakes which have a long return period, the state faces a very large number of smaller disasters which cause serious damage to the infrastructure, community assets and population. Among the disasters which strike the state on a regular basis are floods, landslides, cloud bursts and forest fire, etc.

Enhancing institutional and community resilience is one of the emerging priority areas of the Governments in India. UNDP has been supporting various initiatives of the Central and state Government to strengthen disaster management capacities for more than a decade. Under the ongoing GOI-UNDP project on "Enhancing Institutional and Community Resilience to Disasters and Climate Change", UNDP has been providing technical support to the Government of Himachal Pradesh to strengthen capacities of government, communities and institutions to fast-track implementation of the planning frameworks on Disaster Risk Reduction (DRR) and Climate Change Adaptation (CCA).

The UNDP India Country Programme Action Plan (2013-17) signed with the Government of India envisages that UNDP will provide demand-based Development Support Services (DSS) with a view to supporting administrative efficiency and developing capacities of government agencies, including procurement support services, with requisite professional skills, personnel and technical resources. Under this modality, UNDP has entered into an agreement with the Revenue Department (DM), Government of Himachal Pradesh for implementing a project on strengthening SDMA and DDMA in all districts and enhancing institutional and community resilience to disasters.

Purpose

Training and capacity development of all stakeholders is considered one of the key interventions to enhance resilience to disasters and climate risks. In order to maintain a uniform standard of training and ensure quality across the districts and institutions, this standard training module on various aspects of DRR & CCA has been developed under the DSS project. This is a standardized training module on "Roles and Responsibilities of NGOs/ CBOs/ CSOs" and is intended for use for training of staff members of NGOs/CBOs/CSOs. The training module has drawn on and incorporated key findings of the Training Needs Assessment Report of the State and ensured that it is contextualized to the local requirements of Himachal Pradesh. Trainers are recommended to stick to the course outline and content, but also improvise on the exercises in order to make them more participative and introduce additional reading material and content as appropriate.

Course Overview

AUDIENCE	<ul style="list-style-type: none"> • The audience of this module includes members of the development sector • and people working in the field of Disaster Risk Reduction. The main focus • of the target audience is to work with the local communities to reduce • their vulnerabilities.
ELIGIBILITY	<ul style="list-style-type: none"> • Education: Graduate • Experience in Disaster Management: 0+ Years • Job skills: Team worker and be able to work independently • Knowledge: Fair idea of emergencies and disasters with some aspects of the local context.
DURATION	<ul style="list-style-type: none"> • 5 Days, each day divided into 5 sessions including exercises
LANGUAGE OF INSTRUCTION	<ul style="list-style-type: none"> • The resource materials available will be in English. However, discussions held during the training can be in the local language for better understanding. The facilitators of the training programme may translate the material in their local language if at all there is a need for it.
METHODOLOGY	<ul style="list-style-type: none"> • The module is intended to cater to the requirements of the target audience i.e NGOs for self-learning and participation in the training. The following training methods can be used during training for effective implementation of the module. The methods suggested are: • Audio-visual presentations and lectures by the facilitator • Large group discussions (in plenary) • Small group work and discussions • Questioning techniques • Brainstorming • Practical exercises using participatory learning and action (PLA) tools • Case studies • Guiding questions for self-study • Additional reading • Engaging participants' creativity

**LEARNING
OUTCOMES**

- After completing the training, participants will be able to:
- Understand Disaster Management and DRR/CCA in the content of Himachal Pradesh
- Know the Institutional Framework, Laws, Regulations, Standards and Practices regarding DRR/CCA in India and internationally
- Relate DRR/CCA & Development, Urban Risk and Indigenous Practices
- Gain awareness NGOs and their roles and responsibilities and potential in the DRR/CCA framework
- Learn about the tools, techniques and approaches to DRR/CCA

**EVALUATION AND
ASSESSMENT**

The module has been sufficiently supported with illustrations, case studies etc. for better understanding and to make it a good guide/reading for the target audience. List of references has also been mentioned at the end of the module which would help the participants gather in-depth knowledge of the subject.

An evaluation and feedback form has been attached so that participants share session-wise feedback on the module. Participants need to fill the form on a daily basis so that the feedback received from them would be fresh in their mind and this would further help moderators/writers improve the quality of the module.

INSTRUCTORS

It is recommended that 2-3 trainers deliver this training, in order to avoid fatigue and over-exposure. By using guest speakers, specialists and different resource persons, they can keep the exercise interesting and participants engaged. Additional resource persons might be needed to facilitate the mock drills/exercises and activities.

The facilitator will ideally have practical experience and a good conceptual understanding of DRR and climate change adaptation, including knowledge of mainstreaming issues and challenges. One way to do this is to have two facilitators working together, one with experience of DRR, and the other of climate change adaptation issues and one of them with required field experience. Or alternatively there is one facilitator with required domain expertise in DRR/CCA and the other with expertise in policy level issues. Facilitators need to be experienced and competent trainers, with a good track record and with working knowledge of monitoring and evaluation practices. They need to have flexibility, willingness to learn, and passion for promoting learning.

GROUP SIZE AND COMPOSITION

- The ideal group size for the workshop is 15, but it should not be more than
- 20 in any case. A gender balance among the participants is highly desirable.
- It is advisable to have at least equal number of women participants
- in the programme, if not more. As it is hard to achieve these numbers for a
- variety of reasons, it is important to initiate the process of seeking nominations fairly in advance.

PREPARATION

- It is highly advisable that the Facilitator(s) read the trainer manual and
- participant handbook well in advance and prepare/adjust the PPTs and
- handout as per their need.

MATERIALS

- Given the participatory nature of the workshop, much of the workshop can
- be conducted using flip charts, markers, pens, sticky notes (post-its), sticky
- tack (blue tack), and meta/flash cards (sheets of coloured paper, about half
- the size of regular A4 printer paper). Some of the sessions require a laptop
- and data projector to show PowerPoint presentations. Audio Visual equipment
- with sound capability will be essential for showing the videos and is
- recommended. A printer and photocopier would be useful, if available.

Modalities of Implementation

This training module can be used by State Institute of Rural Development (SIRD), Administrative Training Institutes (ATIs) and other training institutes. Organizations interested in training their Disaster Risk Management practitioners can also use this module to have a better understanding on the subject. The total number of participants in each training programme could range from 30-40 depending on the resources available. The resource persons for these training programmes can be drawn from trained faculties of State Institutes of Rural Development (SIRDs) and Administrative Training Institutes (ATIs) and experts having experience in Disaster Management. This training module can be implemented as a specialized training programme.

Process

The course is meant to be run over a period of 5 days as indicated. Each day has a theme and is divided into 5 sessions each. The module is designed to be delivered along with a participant handbook, which contain the reading materials, reference material list, instructions, learning objectives etc. and an additional Learning Log may be used with participants for their own learning objectives, progress and possibly evaluation. Since this is a 5-day program, it is highly recommended to keep the training interactive, promote participation of trainees, plan for mock drills and exercises, as well as encourage trainees to contribute to the training as far as possible.

- DAY 1** : Introduction to DM/DRR in the context of Himachal Pradesh
- DAY 2** : Institutional Framework, Laws, Regulations, Standards and Practices
- DAY 3** : DRR/CCA & Development, Urban Risk and Indigenous Practices
- DAY 4** : NGOs and their roles and responsibilities and potential in the DRR/CCA framework
- DAY 5** : Tools, techniques and approaches

Structure of Training Pack

The Facilitator's Handbook provides an outline for delivering the material in the module. It includes detailed session plans, suggestions for delivering the material, highlights key teaching concepts (prefaced by the symbol) and provides tips for the facilitator (prefaced by the symbol) All the discussion guides, session plans and handouts are mentioned in the Facilitator's Handbook. An accompanying DVD/USB contains the accompanying PowerPoint presentations and videos, links to videos, handouts and exercise instructions.

The Participant's Handbook is designed to be a reference resource and the Log Book will serve as a workbook for the learner. In addition to presenting the main material to be covered in the workshop, it includes guiding questions and exercises.

Detailed Handouts and PowerPoint presentations are included for use during the course of the training.

COURSE OUTLINE

DAY 1 - Introduction to DM/DRR in the HP Context

Session	Time	Topic	Objectives	Methodology
Session 1: Introduction & Training Objectives	0930- 1000	Registration and opening	<ul style="list-style-type: none"> • Understanding Expectations • Setting ground rules 	<ul style="list-style-type: none"> • One to One Session • Participant Pack
	1000- 1100	Introductions	At the end of this session the participants and resource persons will be familiarized with each other	Ice-breaking game(s)
	1100- 1115	Tea Break		
Session 2 Introduction to Disaster Management	1115- 1300	Introduction to Disaster Management and Disaster Risk Reduction	<p>At the end of this session, the participants will be able to describe:</p> <ul style="list-style-type: none"> • Various concepts of disaster management like hazard, risk, vulnerability and capacity • Types of disasters • Emerging trends in disaster management • Preparedness & Response • Disaster map, trends and scenario on India 	<ul style="list-style-type: none"> • Lecture/ PPT/ Video • Participatory Session coupled with a learning & sharing exercise of experiences based on Workbook
	1300- 1400	Lunch Break		
Session 3 Climate Change Adaptation	1400-1500	Concepts and Issues of Climate Change, DRR and Development	To familiarize participants with the concerns and issues of Climate Change	PPT/Lecture
Session 4	1500-1600	Film on impact of CC on hill ecosystem	Understanding the real life impact of CC on hydro-meteorological hazards and ecosystems	Video
Session 5	1600-1700	Hazard Risk Vulnerability of Himachal Pradesh	<ul style="list-style-type: none"> • To familiarize participants with the hazard risk vulnerability of Himachal Pradesh • An introduction to the typical disasters and their impact in Himachal Pradesh with respect to the local topography and habitation 	Handout and Presentation

DAY 2- Institutional Framework, Laws, Regulations, Standards and Practices

Session	Time	Topic	Objectives	Methodology
Session 1	0930- 1000	Recap and Learning	Sharing learning outcomes	Participant Work-book
	1000- 1100	Institutional Framework of DRR in India	At the end of the session the participants will be familiarized with the institutional setup and framework of DRR/CCA in India at the national/ state and local levels	Lecture/PPT
	1100- 1115	Tea Break		
Session 2	1115- 1300	Policies and Acts	To familiarize participants with the various policies, acts, guidelines and resources available for DRR/CCA in India	PPT/Handouts
	1300- 1400	Lunch Break		
Session 3	1400-1500	Mock Exercise on roles and responsibilities of various stakeholders	Simulation of HQ and District level offices	Mock Exercise
Session 4	1500-1600	The International DRR/CCA structure	In this session, participants will learn about various relevant international treaties, resolutions, forums, standards and practices in DRR/CCA	PPT/Handouts
Session 5	1600-1700	Humanitarian Principles, Laws and Standards in Disaster Management	<ul style="list-style-type: none"> • Fundamental Humanitarian Principles. • International Disaster response law • International Humanitarian Law • Humanitarian charter • Code of Conduct 	Handouts/PPT

DAY 3- DRR/CCA & Developemnt, urban Risk and Indigenous Practices

Session	Time	Topic	Objectives	Methodology
Session 1	0930- 1000	Recap and Learning	Sharing learning outcomes	Participant Work-book
	1000- 1100	Mainstreaming DRR/CCA into Development	To capacitate participants to integrate DRR/CCA in various aspects of developmental work in their own spheres, in order to better understand mainstreaming and planning	PPT with one case study
	1100- 1115	Tea Break		
Session 2	1115- 1300	Simulation	Simulation of Live Disaster Scenario at office level	PPT Case Study
	1300- 1400	Lunch Break		
Session 3	1400-1500	Urban Risk Reduction	Measurement and management of urban hazards and vulnerability in order to improve awareness and capacity to effectively reduce disaster risk.	PPT Case Study
Session 4	1500-1600	Indigenous knowledge and practices	To share and also familiarize with some local needs, practices, and cultural norms that are in line with DRR and CCA good practices	<ul style="list-style-type: none"> • PPT/Lecture Interactive/Experience sharing by participants • Participants can be requested to identify traditional knowledge and prepare a note or make presentation. The process will help in greater involvement of the participants
Session 5	1600-1700	Group Exercise	Group Presentations on the Disaster Scenario in 4 teams: <ul style="list-style-type: none"> - WASH - Health - Education - Relief & Rehab 	Presentation: Note: Following from Session 2, this will be a Presentation by the groups on their exercise from the day

DAY 4- NGOs and their roles and responsibilities and potential in the DRR/CCA framework

Session	Time	Topic	Objectives	Methodology
Session 1	0930- 1000	Recap and Learning	Sharing learning outcomes	Participant Workbook
	1000- 1100	Roles and Responsibilities of NGOs in DRR/CCA	<ul style="list-style-type: none"> • The importance and role of NGOs and their effectiveness in all stages of disasters • Familiarization of the NGO networks, forums, social media and use of networking and coordination for better DRR, response and recovery • How NGO-Govt participation can work together to build effective DRR/CCA structures • Harnessing CSR for DRR/CCA 	PPT
	1100- 1115	Tea Break		
Session 2	1115- 1300	(Session 1 Contd)		PPT
	1300- 1400	Lunch Break		
Session 3	1400-1500	Case Study	Showcasing of case study on successful PPP model in DRR/CCA	Case Study Presentation
Session 4	1500-1600	Aligning organisations for DRR/CCA	Sharing of area and focus of work of individual participants and brainstorming how they will align themselves to DRR/CCA	Individual Exercise facilitated by trainer
Session 5	1600-1700	Review	Review of plans by participants and feedback	Facilitation by trainer Interactive Session

DAY 5- Tools, techniques and Approaches

Session	Time	Topic	Objectives	Methodology
Session 1	0930- 1000	Recap and Learning	Sharing learning outcomes	Participant Work-book
	1000- 1100	Role of ICT in DRR/CCA	Introduction to Information and Communication Technology (ICT) and Geo-Informatics Technology (GIT), Remote Sensing, Geographical Information Systems (GIS) and Application of GIT and GIS.	PPT/Slideshow/ Video
	1100- 1115	Tea Break		
Session 2	1115- 1300	Participatory Rural Appraisal(PRA)	To familiarize participants with basic tools and techniques of PRA and how to use it from a Disaster lens	-Lecture/PPT -Group Exercise
	1300- 1400	Lunch Break		
Session 3	1400-1500	Community Based Disaster Preparedness (CBDP)	To familiarize participants with tools and techniques in CBDP in DRR/CCA, various approaches and applicable techniques – Gender Mainstreaming.	Lecture/PPT
Session 4	1500-1600	Disaster Recovery with Build Back Better Approach	To educate practitioners on alternative, participatory approaches on building back better post-Disaster	PPT and Case Study/Learning Resource Sharing
Session 5	1600-1700	Wrap up	Submission of log book/handing of resource booklets	One to One

DAY 1- Introduction to DM/DRR in the context of Himachal Pradesh

SESSION 1 - Registration and Introductions

TIME - 9:30 am - 11:00am

DURATION - 90 mins

OBJECTIVE

• At the end of this session the participants and resource persons will be familiarized with each other and be prepared to work together as a team.

RELEVANCE

• The session is crucial as it gives an overview of the purpose and methodology of the training. The session introduces the organizers, the resource team, participants, training schedule and content, and administrative and logistical matters. It gives the participant an insight into the scope, relevance and limitations of the training programme. Being the first session of the training, it also develops a bond between the participants and the resource team. Use the next part of this session (the ice breaker) to further this objective.

ACTIVITIES

- Welcome by Organisers
- Introduction to Facilitator(s)
- Opening remarks and introduction to the training
- Clarify the target group and purpose of the training
 - a. Overview of the Training
 - b. Scope and relevance
 - c. Limitations of the training
- Training methodology: Question and answer nature of the training
- Final Outcome: Description of the participant's final exercise
- Training Evaluation: The need for training and the importance of participant feedback
- Participant and training team's introduction and understanding the expectation's of the participants.
- Setting the ground rules, logistical information and the resource desk.
- Ice Breaker- 60 minutes
- Create a 'Parking Lot', where issues, expressions, ideas etc can be 'parked' by the participants.

INSTRUCTION

-
- The trainer has to play three roles: Facilitator, Instructor, and Learner.
- Use PPT 1.1 to roll out the overview, scope, relevance, ground rules
- Use slides 2-5 to introduce training, get feedback, introductions (30 mins)
- Use slides 6-9 to run ice breakers (60 minutes)
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Ice Breaker (60 Minutes)

Ice breakers are usually an effective way of starting a training session. As interesting and fun you can make them before the main proceedings, the more it enables participants to know each other, get comfortable and buy into the purpose of the event.

As the name suggests, these sessions are designed to “break the ice” at an event or meeting. The technique is often used when people who do not usually work together, or may not know each other at all, meet for a specific, common purpose.

Why an ice-breaker is recommended

- Participants come from different backgrounds.
- People need to bond quickly so as to work towards a common goal.
- Your team is newly formed.
- The topics you are discussing are new or unfamiliar to many people involved.
- As facilitator you need to get to know participants and have them know you better.

A suggested outline of the exercise could be as follows. Depending on the time and size of the group, you may use one or more of the following exercises:

1. The Little Known Fact: ask participants to share their name, department or role in the organization, length of service, and one little known fact about themselves. This “little known fact” becomes a humanizing element that can help break down differences such as grade/status in future interaction.

2. True or False: ask your participants to introduce themselves and make three or four statements about themselves, one of which is false. Now get the rest of the group to vote on which fact is false. As well as getting to know each other as individuals, this exercise helps to start interaction within the group, breaks barriers and notions.

3. Interviews: Ask participants to get into pairs. Each person then interviews his/her partner for just 5 minutes while paired up. When the group reconvenes, each person introduces their interviewee to the rest of the group.

SESSION 2 - Introduction to Disaster Management and Disaster Risk Reduction

TIME - 11.15 am to 1 pm

DURATION - 105 Minutes

OBJECTIVE

- At the end of this session, the participants will be able to describe:
 - Various concepts of disaster management like hazard, risk, vulnerability and capacity
 - Types of disasters
 - Emerging trends in disaster management
 - Preparedness & Response
 - Disaster map, trends and scenario on India

OUTLINE OF SESSION

- Background - Overview of disasters- trends and vulnerability
- Important concepts:
 - i. Disaster
 - ii. Hazard
 - iii. Risk
 - iv. Vulnerability
 - v. Capacity- coping and resilience
- What constitutes a disaster?
- Disaster Management
- The inter-relation between DRR & DRM

INSTRUCTIONS

- Run PPT 1.2 and talk along the slides
- Use Video 1 & 2 to explain important concepts
- Copy of Participant Handbook for reference and further reading

TALKING POINTS

•	• Background on disasters	15 mins
•	• India’s vulnerability to disasters	
•		
•	• Important Concepts	15 mins
•	• Understanding the cross relation between disaster, risk, vulnerability and hazard	10 mins
•	• Models of Disaster Management	15 mins
•	• Prevention and Mitigation	15 mins
•	• Preparedness	
•	• Response, Rehabilitation, Relief & Recovery	
•	• Explaining DRR and DRM and their inter-relation	15 mins
•	• Q&A- Try to take questions at the end, but be prepared for questions in between the slides	15 mins
•	• Videos	5 mins
•		
•		
•		

SESSION 3 - Climate Change and DRR

TIME - 2pm - 3pm

DURATION - 60 Minutes

OBJECTIVE To familiarize participants with the concerns and issues of Climate Change with special respect to Himachal Pradesh

MAIN POINTS 1. What is Climate Change (CC)?
 a. Understanding climate
 b. Climate change
 c. What causes climate change?
 d. Trends in climate change
 e. How does Climate Change affect us?
 f. Addressing Climate Change- Mitigation and Adaptation
 2. Climate Change Adaptation (CCA) and Disaster Risk Reduction
 3. Integrating CC and DRR into Development

INSTRUCTIONS Use PPT 1.3 and go along with the slides

TALKING POINTS

<ul style="list-style-type: none"> • Defining Climate Change • What causes it? • Trends in Climate Change • How does it affect us? • Climate Change and Disasters 	30 mins
<ul style="list-style-type: none"> • Addressing Climate Change • Climate Change and DRR • Integration 	30 mins

.

SESSION 4 - Movie (Impact of Climate Change)

TIME - 3pm- 4pm

DURATION - 60 Minutes

OBJECTIVE	<ul style="list-style-type: none">• To generate awareness of participants on the threats of Climate Change globally and in India with live case studies
SUGGESTED VIDEOS	<ul style="list-style-type: none">• Changing Climate: Moving People (UNESCO India Documentary): https://www.youtube.com/watch?v=G24bkiT55v4• How Climate Change Is Affecting India Tomorrow Today https://www.youtube.com/watch?v=nLKAKtIjKs• The Human Impact of Climate Change: Personal stories from Bangladesh, India and China: https://www.youtube.com/watch?v=XxWd2LeHHoM• Coping with change: Climate Change Adaptation in the North Eastern Region of India: https://www.youtube.com/watch?v=61JhRCp9ZzA
INSTRUCTIONS	<ul style="list-style-type: none">• Arrange for AV for demonstration of film(s)

SESSION 5 - Hazard Risk Vulnerability of Himachal Pradesh

TIME - 4pm-5pm

DURATION - 60 Minutes

OBJECTIVE

- To familiarize participants with the hazard risk vulnerability of Himachal Pradesh
- An introduction to the typical disasters and their impact in Himachal Pradesh with respect to the local topography and habitation

MAIN POINTS

- Overview
- State Profile
- Hazard and Vulnerability Analysis
- Current Climate Change Trends in Himachal Pradesh

INSTRUCTIONS

- Use PPT 1.4 and run through the State Profile of Himachal Pradesh
- HRVA HP Tool may be used if available

DAY 2- Institutional Framework, Laws, Regulations, Standards and Practices

SESSION 1 - Institutional Framework of DM and DRR in India

TIME - 9:30 am - 11:00am

DURATION - 90 mins

OBJECTIVE	<ul style="list-style-type: none"> • At the end of the session the participants will be familiarized with the institutional setup and framework of DRR/CCA in India at the national/state and local levels
MAIN POINTS	<ul style="list-style-type: none"> • 1. Disaster Management in India • 2. Organisation and Structure • 3. Disaster Management Act 2005 • 4. National Level Institutions • 5. State Level Institutions
INSTRUCTIONS	<ul style="list-style-type: none"> • Start by sharing learning outcomes from Day 1 • Enquire progress on the log books
TALKING POINTS	<ul style="list-style-type: none"> • Run PPT 2.1 and talk along • Evolution and emergence of DM in India • Organisation and Structure • National DM Structure • Legal Institutional Framework • National Disaster Management Authority • National Executive Committee • State and District level bodies • Hierarchical Structure • National Institute of Disaster Management • National Disaster Response Force • State Disaster Response Force • Civil Defence • Fire Services • Training Institutions • Home Guard • Inter-ministerial interface • Framework at a glance • State Disaster Management Structure in Himachal Pradesh

Note: Since Session 1 is quite detailed and can get very lecture heavy, it might be useful to use the videos 3 & 4 on NDRF and NIDM after the break and then proceed with Session 2

SESSION 2 - Policies and Acts

TIME - 11.15 am- 1 pm

DURATION - 105 Minutes

- OBJECTIVE**
- To familiarize participants with the various policies, acts, guidelines and resources available for DRR/CCA in India
- MAIN POINTS**
- 1. National Policy on Disaster Management (NPDM)
 - 2. National Plan on Disaster Management
 - 3. National Action Plan on Climate Change
 - 4. National Level Initiatives in DRR and CCA
 - 5. Disaster Management Act 2005
- INSTRUCTIONS**
- Run PPT 2.2 and talk along
- TALKING POINTS**
- Talk about the policy making authorities in India
 - National Policy on DM
 - National Plan on DM
 - Ministerial responsibility- refer to chart on slide 5-6
 - Guidelines
 - Management of Droughts
 - National Action Plan on Climate Change
 - National level initiatives in DRR and CCA
 - Disaster Management Act 2005

SESSION 3 - Mock Exercise

TIME - 2 pm- 3 pm

DURATION - 60 minutes

OBJECTIVE

- Creating an understanding of coordination among various levels of government functionaries.
- Understanding realistic situations and challenges of the DM situation in India.
- To create a structure for the next simulation.

EXERCISE

1. Refer to Slide 4 & 6 in the PPT and explain the DM structure in India – 10 minutes.
2. Refer to the handout 'Key national level decision making bodies in DM' and help form six major groups – 10 minutes.
3. Form 3 teams: National, State and District level. Depending on the number of people available, divide them equally into the groups and designate – 10 minutes
4. Each team-national, state and district, should choose their leader- 10 minutes
5. Within each level, assign key decision making positions amongst your teams. For the key missing posts, assume that the appointments are not in place or the person is on-leave, travelling or unavailable, which is realistic – 10 minutes
6. Within each level, form sub-groups of different bodies and discuss roles and responsibilities of each body, group and individual.- 2 minutes each.
7. Retain the structure for the next group exercise.

INSTRUCTIONS

- Run PPT 2.3 and instruct participants
- Allow 15 minutes for inter-group discussion
- 30 mins for role play

LEARNING OUTCOMES

- Does everyone understand their role fully well?
- Does everyone understand how their position is linked to others in the system?
- Does everyone understand the structure, hierarchy and the juxtaposition

SESSION 4 - The International DRR/CCA structure

TIME - 3pm-4pm

DURATION - 60 minutes

- OBJECTIVE**
- In this session, participants will learn about the international humanitarian structure, the United Nations and coordination, alliances and trends in the system.
- MAIN POINTS**
- 1. Introduction to the International 'Humanitarian System'
 - 2. The Actors
 - 3. United Nations
 - 4. Coordination
 - 5. Alliances
- INSTRUCTIONS**
- Run PPT 2.4 and talk along
- TALKING POINTS**
- The International Humanitarian System
 - The Actors and their functions
 - Global Humanitarian Organisations
 - The United Nations
 - UNISDR
 - Coordination between agencies
 - The Cluster Approach
 - Inter Agency Standing Committee
 - UNOCHA
 - International Red Cross and Red Crescent Movement
 - The Sphere Project
 - Other international alliances
 - Trends in the Humanitarian System

SESSION 5 - Humanitarian Principles, Laws and Standards in Disaster Management

TIME - 3pm-4pm

DURATION - 60 minutes

OBJECTIVE

In this session, participants will learn about various relevant humanitarian principles, laws, standard etc in Disaster Management

MAIN POINTS

1. Humanitarian Principles
2. Red Cross Movement Fundamental Principles
3. Red Cross Code of Conduct
4. International disaster response law
5. Humanitarian Charter and Minimum Standards (Sphere)
6. Inter Agency Network for Education in Emergencies (INEE)
7. Core Humanitarian Standard (CHS)
8. Mental Health and Psycho-Social Support Network (MHPSS)
9. Sendai Framework

INSTRUCTIONS

Run PPT 2.5 and talk along

TALKING POINTS

- Humanitarian Principles
- Red Cross Movement Fundamental Principles
- Red Cross Code of Conduct
- International disaster response law
- Humanitarian Charter and Minimum Standards (Sphere)
- Inter Agency Network for Education in Emergencies (INEE)
- Core Humanitarian Standard (CHS)
- Mental Health and Psycho-Social Support Network (MHPSS)
- Sendai Framework- Global Targets and Four Priorities for Action

DAY 3- Mainstreaming DRR/CCA in Development, Urban Risk Reduction and Indigenous Practices

SESSION 1 - Mainstreaming DRR/CCA into Development

TIME - 9:30 am - 11:00am

DURATION - 90 mins

OBJECTIVE • To capacitate participants to integrate DRR/CCA in various aspects of developmental work in their own spheres, in order to better understand mainstreaming and planning

MAIN POINTS • 1. Context
• 2. Climate Change, DRR & Development
• 3. Pathways and Approaches of Integration
• 4. Mainstreaming CCA & DRR Concerns into Development Plans in India
• 5. Challenges

INSTRUCTIONS • Start by sharing learning outcomes from Day 1
• Enquire progress on the log books
• Run PPT 3.1 and talk along

TALKING POINTS • Define mainstreaming- explain the concept
• Mainstreaming DRR & CCA
• DRR, CC and Development- Disasters affect development, Development affects disasters
• Pathways and approaches
• Risk Assessment
• Integrating risks with strategies and plans
• Technical measures, capacity development
• Mainstreaming in DM Act 2005
• Purpose of mainstreaming
• Areas where DRR can be mainstreamed
• Provisions for mainstreaming
• Illustrations of mainstreaming in Govt Depts
• Challenges in mainstreaming

CASE STUDY • Give out Handout 5
• Run Slide 3.1a (Case Study on Mainstreaming)

SESSION 2 - Simulation Exercise

TIME - 12 pm- 1 pm

DURATION - 60 minutes

OBJECTIVE

- To enable participants to familiarize themselves with real life situation of an emergency and understand the roles and responsibilities of different agencies and areas of convergence/interaction
- Simulation of responding to a flood situation.
- Understanding realistic situations during an emergency at the state level.
- To prepare a presentation for funding- Water, Health, Education, Relief & Rehab

BACKGROUND

Heavy monsoons have caused heavy devastation across multiple states- Bihar, Assam, Uttar Pradesh, Uttarakhand and Himachal Pradesh are badly affected.

INSTRUCTIONS FOR PARTICIPANTS

- Refer to the SitRep and carefully read through the situation. Based on your previous departmental divisions and roles, split the group into teams- INGO, Local NGO, Central Govt, State Govt, District Authority.
- Based on your learning from Day 1 and 2, recall the local and international DRR structure and legal frameworks and refer to the corresponding lesson in your handbook.
- Participants are requested to participate fully and enthusiastically in this learning exercise.
- This is a team effort. While participation, please remember to be mindful and respectful of others.
- Take notes, write down your position in this exercise.
- Run PPT 3.2 and explain the exercise

EXERCISE

- • Refer to Slide 4 & 6 in the PPT and carefully understand the DM structure in India – 10 minutes.
- • Refer to the handout 'Key national level decision making bodies in DM' and form six major groups – 10 minutes.
- • Form 3 teams: National, State and District level. Depending on the number of people available, divide them equally into the groups and designate – 10 minutes
- • Each team-national, state and district, should choose their leader- 10 minutes
- • Within each level, assign key decision making positions amongst your teams. For the key missing posts, assume that the appointments are not in place or the person is on-leave, travelling or unavailable, which is realistic – 10 minutes
- • Within each level, form sub-groups of different bodies and discuss roles and responsibilities of each body, group and individual.- 2 minutes each.
- • Retain the structure for the next group exercise.
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-
-
-

SESSION 3 - Urban Risk Reduction

TIME - 2pm-3pm

DURATION - 60 minutes

OBJECTIVE

- To impart adequate knowledge and skill to the trainees to deal with urban risks in their respective spheres of work and formulate strategies/ action plan suitable to mitigation of such risks.

MAIN POINTS

- 1. Context/Background
- 2. Urban DRR- approaches, steps
- 3. Action Plan and Strategies for urban DRR in India
- 4. Framework for building resilient cities

INSTRUCTIONS

- Run PPT 3.3 and talk along

TALKING POINTS

- Talk about the background on Urban Risk
- Define U-DRR
- Approaches- Risk Identification, Municipal Disaster Management, Institutional and legislative support, awareness building
- Steps in UDRR
- Action plan and strategies
- Discuss Case Study of Mumbai Floods
- Framework for building resilient cities

CASE STUDY

- Give out Handout 5- Case Study on Shimla
- Discuss

SESSION 4 - Indigenous Knowledge and Practices

TIME - 3 pm- 4 pm

DURATION - 60 minutes

OBJECTIVE

- To share and also familiarize with some local needs, practices, and cultural norms that are in line with DRR and CCA good practices

MAIN POINTS

1. Introduction
 2. Indigenous Knowledge
 3. Context
 4. Applying Indigenous Knowledge
- Case Study (Annexure)

INSTRUCTIONS

- Run PPT 3.4 and talk along

TALKING POINTS

- Background and Introduction
- Context
- Reference to Indigenous Knowledge in the HFA and Sendai Framework
- Role of Stakeholders
- Applying Indigenous Knowledge- Thematic areas: Climate Change, Food Security, Rural Development, Urban Risk Reduction, Gender and Inclusion,
- Thematic Focus: Mountain Ecosystem, Coastal Zones, River Basin Management, Water Resource Management, Housing
- Policy Tools: Research, Documentation & showcasing, Education, Advocacy, Institutional Framework
- Action Agenda: Establishment of Resource Group, Documentation and Research, education, Policy Advocacy, enabling environment, change agents, special focus areas

CASE STUDY

- Give out Handout 7- Case Study on Kashmir Housing
- Discuss

SESSION 5 - Group Presentations

TIME - 4 pm- 5 pm

DURATION - 60 minutes

OBJECTIVE

- To present a request for funding for their respective sector
- To understand the needs and importance of relief and rehab measures
- To prepare a presentation for funding- WASH, Health, Education, Relief & Rehab.

EXERCISE

1. Regroup the participants into the four sectors as before- WASH, Health, Education, Relief & Rehab.
2. Each group has 10 mins for presentation and 5 mins for Q&A in which 'donor' will hear out their proposals
3. The fund allocation will be decided based on- quality of proposal, need and teamwork.

INSTRUCTIONS

- Run PPT 3.5 and give instructions
- Allow participants to work in groups and oversee presentations
- Group presentations should be heard by a 'panel' of at least 3 facilitators/observers called 'Donor Agency'
- 'Donor Agency' will present their allocation from a funding of INR 2 million to each group based on their need and quality of proposal

LEARNINGS

- Participants will be able to read and understand sitreps
- Participants will be familiarised with needs assessments
- Participants will learn how to prepare quick and onset proposals
- Participants will learn to justify and procure funds for their area of work.
- Understanding of donor priorities and presentation skills.

DECISION

Present results

DAY 4- NGOs and their roles and responsibilities and potential in the DRR/CCA framework

SESSION 1 - Roles and Responsibilities of NGOs in DRR/CCA

TIME - 9:30 am - 11:00am

DURATION - 90 mins

OBJECTIVE

- To familiarize participants with:
 - The importance and role of NGOs and their effectiveness in all stages of disasters
 - How NGO-Govt participation can work together to build effective DRR/CCA
 - Structures

MAIN POINTS

1. Role of NGOs
2. Policy Perspective
3. Role of NGOs in Preparedness
4. Role of NGOs in Mitigation
5. Role of NGOs in Response
6. Mainstreaming DRR into Development Plans

INSTRUCTIONS

- Start by sharing learning outcomes from Day 1
- Enquire progress on the log books
- Run PPT 4.1 and talk along

TALKING POINTS

- Role of NGOs in various stages of Disasters
- The 'value-add' that NGOs can bring
- Policy Perspective- Disaster Management Act, Institutional mechanism, Coordination Platforms
- Role of NGOs in Preparedness, Mitigation, Response at various stage and different levels
- How NGOs can mainstream DRR into their Development Plans as per sector and areas of work

SESSION 2 - Roles and Responsibilities of NGOs in DRR/CCA (Contd)

TIME - 11.15 am- 1 pm

DURATION - 105 Minutes

OBJECTIVE	<ul style="list-style-type: none"> • To familiarize participants with: • Familiarization of the NGO networks, forums, social media and use of networking and coordination for better DRR, response and recovery • Harnessing CSR for DRR/CCA
MAIN POINTS	<ol style="list-style-type: none"> 1. Coordination 2. Networking 3. NGOs and Government Sector 4. NGOs and Private Sector
INSTRUCTIONS	<ul style="list-style-type: none"> • Run PPT 4.2 and talk along
TALKING POINTS	<ul style="list-style-type: none"> • What is coordination? • Why coordination? • Owner Driven Reconstruction Collaborative • Platforms and means of coordination • Key Lessons in Coordination • Coordination Mechanisms • Networking at different stage of disasters • The advantage that NGOs offer • GO-NGO collaboration • CSR in Disaster Management • Public Private Partnership (PPP)
CASE STUDY	<ul style="list-style-type: none"> • TATA Steel Case Study PPT 4.3 • Discuss

SESSION 3 - PPP Model for DRR- TATA Steel Case Study

TIME - 2pm- 3 pm

DURATION - 60 Minutes

- | | |
|---------------------|--|
| OBJECTIVE | <ul style="list-style-type: none">• To familiarise participants with a good example of Public-Private Partnership and lessons learnt |
| CONTENT | <ul style="list-style-type: none">• UNISDR TATA Steel Case Study |
| INSTRUCTIONS | <ul style="list-style-type: none">• Handout # 8• Run PPT 4.3 and talk along |
| DISCUSSION | <ul style="list-style-type: none">• Talk about good practices• What can be replicated?• Invite similar cases |

SESSION 4 - Aligning organisations for DRR/CCA

TIME - 3pm – 4pm

DURATION - 60 Minutes

OBJECTIVE

• Aligning organisations for DRR/CCA

CONTENT

- Review exercise
- Preparation of strategy plan

INSTRUCTIONS

- Run PPT 4.4 and explain the exercise

DISCUSSION

- Each organisation, either represented by one or more persons will work independently and review their organisation’s structure, areas of work, capacity and strategy.
- Prepare a short summary of their organisation with the above mentioned points, as an introduction to the organisation to the group- 30 mins (PPT or worksheet)
- Based on the learning received in the last sessions, each organisation will list out means by which they can align themselves for DRR- in terms of its approach, strategy, increased capacity.- 30 mins
- Each person shall get 2-3 minutes in the next session to present their organisation’s work and plans.
- The presentations will be evaluated.

SESSION 5 - Review of Plans

TIME - 4 pm – 5 pm

DURATION - 60 Minutes

OBJECTIVE	• To assist participants in presenting their plans and peer review/feedback • •
CONTENT	• Individual Presentations • •
INSTRUCTIONS	• Groups/Individuals will prepare a 3-minute presentation (PPT or • Notesheets) and present to the audience/group/panel on how they see • their organisation fit into the overall DM structure. • •
REVIEW	• Facilitator shall spend time with each group explaining and improving • upon the plans, assessing and scoring at the same time. • • • •

DAY 5- Tools, techniques and approaches

SESSION 1 - Role of ICT in DRR/CCA

TIME - 9.30 am- 11 am

DURATION - 90 mins

OBJECTIVE	<ul style="list-style-type: none"> • To familiarise participants with the role of ICT in DM/DRR/CCA, its tools and techniques, advantages as well as modern advancements
MAIN POINTS	<ul style="list-style-type: none"> • 1. Disaster Communication- importance, technologies, policy and challenges • 2. ICT in DM- GIS, Mobile, Satellite, Internet etc- comparative analysis
INSTRUCTIONS	<ul style="list-style-type: none"> • Start by sharing learning outcomes from Day 1 • Enquire progress on the log books • Run PPT 5.1 and talk along
TALKING POINTS	<ul style="list-style-type: none"> • Communications for Disaster Management • Communication Technologies • Policy and Institutional Framework for Emergency Communications • Challenges in Communication • ICT in DRR • Mobile Phones, Radio, Sat Comms, Internet • India Disaster Resource Network (IDRN) • Geo Informatics Technology (GIT) • Use of GIS in Disaster Management • Remote Sensing • Google Maps and Google Earth • Pros and Cons of ICT modes

SESSION 2 - Participatory Rural Appraisal

TIME - 11.15 am – 1 pm

DURATION - 105 Minutes

OBJECTIVE	<ul style="list-style-type: none">• To familiarize participants with basic tools and techniques of PRA and how to use it from a Disaster lens
MAIN POINTS	<ul style="list-style-type: none">• 1. Participatory Rural Appraisal• 2. Key Principles of PRA• 3. Strengths of PRA• 4. Tools in PRA• 5. PRA in Disaster Management
INSTRUCTIONS	<ul style="list-style-type: none">• Run PPT 5.2 and talk along
TALKING POINTS	<ul style="list-style-type: none">• Define PRA• Advantage of PRA• Principles of PRA• Strengths and features of PRA• PRA tools- FGDs, Interviews, Diagrammatic techniques, Mapping, Flow Diagrams, Prioritisation, Ranking & Scoring, Trend Analysis• Preparing for PRA, during and after• Dos and Donts• PRA and Disaster Management• Stages of Disaster and the role of PRA in- Mitigation and Preparedness, Staging/Event, Response, Recovery
EXERCISE	<ul style="list-style-type: none">• Hand out some flip charts and markers, pens etc and ask participants to work in groups and make community and resource maps of their communities

SESSION 3 - Community Based Disaster Preparedness

TIME - 2 pm- 3 pm

DURATION - 60 Minutes

OBJECTIVE

- To familiarize participants with tools and techniques in CBDP in DRR/CCA, various approaches and applicable techniques – Gender Mainstreaming, child safety etc.

MAIN POINTS

- 1. People as 'First Responders'
- 2. Community Based Disaster Preparedness (CBDP)
 - a. Components
 - b. Tools and techniques
- 3. Gender Mainstreaming

INSTRUCTIONS

- Run PPT 5.3 and talk along

TALKING POINTS

- People as 'First Responders'
- Defining CBDP
- Steps in CBDP
- Components of CBDP
- Preparing for CBDP
- The 'Process'
- Linkages
- Gender Mainstreaming- approaches, priorities and challenges

SESSION 4 - Building Back Better

TIME -3 pm- 4 pm

DURATION - 60 Minutes

OBJECTIVE	<ul style="list-style-type: none">• To educate practitioners on alternative, participatory approaches on building back better post-Disaster
MAIN POINTS	<ul style="list-style-type: none">• 1. Concept of Build Back Better• 2. Key Propositions• 3. Case Studies• 4. Group Discussion
INSTRUCTIONS	<ul style="list-style-type: none">• Run PPT 5.4 and talk along
TALKING POINTS	<ul style="list-style-type: none">• The advent of 'Building Back Better'• Guiding Framework• Key Propositions• Points to Remember• Experiences in building back better• Group Discussion (Refer to Slide 9)- or display case study and open the house for discussion.
CASE STUDY	<ul style="list-style-type: none">• Run PPT 5.4 (a) and explain the case study• Discuss

SESSION 5 - Wrap Up

TIME -4 pm- 5 pm

DURATION - 60 Minutes

OBJECTIVE

• Summary of training and follow up, learning plan for future

MAIN POINTS

- 1. Submission of log book
- 2. Handing of resource booklets
- 3. Future Plans
- 4. Vote of thanks
- 5. Closing Ceremony
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ASSESSMENT

- Assessment is optional and may or may not be used for the said training.
- Participants may be scored based on their log books and exercises
- A suggested outline for scoring and assessment is presented below. Facilitators may use the following or draw up their own if necessary
- Grading method such as A, B, C, D and so on may be followed.

Tasks	Marks	Minimum Score
Log Book	30	15
Group Presentation	30	15
Organisation plan	30	15
Participation in discussions and exercises	10	5

Further Notes

- A learning and follow up plan may also be requested from participants
- Further reading list may be shared by pen drives
- Reference literature is available in folders
- Videos, handouts, presentations may also be shared in pen drives, DVDs.
- It is good practice to share contacts and stay in touch with participants for follow up support.

NOTES



Himachal Pradesh State Disaster Management Authority

HP Secretariat, Shimla - 171002

Phone: +91-177-2880331
+91-177-2621022
+91-177-2621938

Fax: +91-177-2621813
+91-177-2622382

Email: sdma-hp@nic.in, cs-hp@nic.in