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DCHA/PPM LEARNING AND TRAINING SUPPORT QUARTERLY REPORT

OCTOBER 31, 2012

This publication was produced for review by the United States Agency for International Development. It was prepared by Management Systems International.

DCHA/PPM Learning and Training Support Quarterly Report



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Contracted under AID-OAA-I-10-00002, Order No:AID-OAA-TO-10-00053

DCHA/PPM Learning and Training Support Task Order (TO)

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DCHA/PPM LEARNING AND TRAINING SUPPORT QUARTERLY REPORT

Overview

This quarterly report covers the fourth quarter of fiscal year 2012 (July 1, 2012 through Sep 30, 2012). The contract is in its third year of performance and runs through September 30, 2013.

MSI is the prime contractor on the DCHA/PPM Learning and Training Support Task Order (TO). Under this TO, MSI supports USAID's DCHA Bureau in their learning and training activities as well as analysis through training curriculum design and delivery, assessing learning through evaluation, and knowledge management through dissemination of electronic information and e-learning. In the area of knowledge management and e-learning, MSI is supported by its subcontractor, CAMRIS. A number of activities took place during the fourth quarter of year two of this contract including: 1) Delivery of the newly revamped Crises, Stabilization and Governance course, 2) Logistical support for the Conflict 102 Workshop and 3) Logistical and technical support for the Advanced Conflict Assessment Course in Washington, DC.

Ongoing activities include, maintenance of the DCHA Professional Development and Learning portal (DCHA PD&L), secondary phase planning for the regional AFR/DCHA conference, and analytical support for CMM's conflict sensitive guide for programming (exact title TBD). In addition, one new activity was added to this task order. CMM requested the MSI technical staff to assist them in revising and eventually piloting a course on Gender and Conflict.

Table I provides an updated list of trainings that have been held since the start of this contract as well as number of participants trained.

DCHA/PPM Courses	Location	Participant Description
Crisis, Stabilization and Governance (CSG)	Washington, DC	13 participants: 11 from USAID Bureaus: 8 DCHA, 1 LPA and 2 OAPA. 2 from Field Missions (Pakistan and Bolivia). Gender Breakdown 6 male and 7 female.
DCHA/CMM Courses	Location	Participant Description
Advanced Conflict Assessment (ACA)	Washington, DC	12 Participants: 7 from USAID Bureaus: 6 from DCHA and 1 from Africa. 1 from a Field Mission (OTCM). 1 from the Department of State (CSO). 3 from external partners: 1 from DFID, 1 from UNDP and 1 from USIP. Gender Breakdown: 8 female and 4 male.
Conflict 102	Washington, DC	21 participants: 16 from USAID Bureaus: 11 from DCHA, 2 from Africa, 1 from E3, 1 from BFS and 1 from LAC. 2 from Field Missions (Nigeria and Liberia). 3 from the Department of State (INL and CSO). Gender Breakdown: 12 female and 9 male.

TOTALS		
3 Courses Delivered	3 DC-based trainings	46 participants trained: 72% female and 28% male, 3 non-USG, 4 Department of State, 5 from field missions, 8 from other USAID Bureaus and 26 within DCHA Bureau.

In order to facilitate the efficient implementation of these projects, weekly planning meetings were held with the COR and the quarterly accruals report was submitted to the COR for review and final approval.

Highlights

- Successfully conducted the Crises, Stabilization and Governance (CSG) Course on September 10-14;
- Compiled and analyzed CSG course participant feedback;
- Effectively organized and hosted one iteration of the Conflict 102 Course in Washington, DC (July 30 – 31);
- Compiled and analyzed participant feedback and submitted recommendations for Conflict 102 course curriculum as well as design and implementation;
- Hosted an Advanced Conflict Assessment Training of Trainers in Washington, DC;
- Successfully conducted an Advanced Conflict Assessment Course
- Continued the secondary planning phase as well as initiated the budgetary process for the DCHA Regional Workshop to take place in Africa;
- Finalized the active version of the DCHA Professional Development and Learning Portal;
- Completed Phase I of the Conflict Sensitive Technical Guide.

Weekly planning meetings were held with the COR to provide regular updates and make decisions on moving forward. The below provides full descriptions of each of the major activities undertaken this quarter:

DCHA and AFR Regional Workshop: During this quarter, the secondary planning phase continued. As part of this phase assessment field staff survey is being discussed in coordination with personnel from the Africa Bureau. This survey will gauge priority of various topics and issues most pertinent to BS-76 positions and will assist in the development of relevant workshop curricula and activities. Three locations (Pretoria, Johannesburg and Dar es Salaam) were selected as finalists based on costs and accessibility to field staff. An overall budget based on all of the estimated direct and indirect costs was also submitted. Additionally, March 2013 was selected as the date for the conference. A memo is being drafted for procurement consideration in coordination with AFR and will be submitted beginning of November.

Crises, Stabilization and Governance Course: During this quarter, the Crises, Stabilization and Governance (CSG) course was held in Washington, DC on September 10 - 14. This iteration was the third conducted following the 2011 pilot course held in Bangkok, Thailand and included a modified curriculum and design. The CSG course is intended to improve the participant's ability to understand the relief to development continuum and the intersection with effective and legitimate governance; recognize the differences in planning, programming and monitoring and evaluation in fragile states

versus resilient states; and obtain broader insight into working with multiple stakeholders (i.e. host country, the inter-agency, and other international actors).

The course received high ratings with an overall score of 4.27 on a 5 point scale. In addition, over 90% of the participants noted that the training successfully met the course objectives. One participant commented that, "This course should be a requirement for folks going to Afghanistan, Pakistan and other conflict areas." Several participants echoed this sentiment by also noting the relevance of the course material for those working in transition and conflict settings. The course was attended by 13 participants representing the Center of Excellence on Democracy, Human Rights and Governance (DRG) and the Office of Civilian Response in the DCHA Bureau as well as the Bureau for Legislative and Public Affairs (LPA), the Office for Afghanistan and Pakistan Affairs (OAPA) and two field missions (Bolivia and Pakistan).

Conflict 102 Workshop: During this quarter, one iteration (July 30-31) of the Conflict 102 Workshop was conducted. The Conflict 102 Workshop is meant to be a practical and highly participatory training that introduces participants to conflict analysis, best practices for programming, and provide the tools needed to successfully apply basic conflict diagnostic tools, design an appropriate response, and develop a conflict-sensitive monitoring and evaluation plan. A training report was submitted to the COR and CMM counterpart and included compiled participant evaluations as well as recommendations for curriculum design modifications.

The Workshop was held in Washington, DC and was attended by 21 participants that included 17 staff representing five different USAID regional and pillar bureaus (DCHA, EGAT, BFS, AFR and LAC), one USAID staff representing a bilateral mission (Liberia), and 3 participants representing the Department of State. Three of the USAID staff DLI \BS-76 officers. The workshop was well received by participants as was demonstrated by a positive overall course evaluation rating of 4.3 on a 5 point scale. Additionally, 100% of the participants gave a *very good* or *excellent* rating for the effectiveness of workshop materials as well as the effectiveness of workshop trainers. Many participants noted that the interactive, adult-learning focused environment allowed them to apply what they learned throughout the course.

Advanced Conflict Assessment Training of Trainers (TOT): During this quarter, one Advanced Conflict Assessment (ACA) TOT was held in Washington, DC. The TOT was attended by 4 participants from CMM. The ACA TOT was meant to familiarize future trainers with ACA objectives, content and methodology as well as enhance understanding of different training and learning styles and modalities. It also served as an opportunity to do a dry-run of some of the more challenging sessions.

Advanced Conflict Assessment Course: During this quarter, the Advanced Conflict Assessment course was organized and conducted. The course objectives are to ensure that participants: have a commonly understood (and consistently applied) framework for USAID conflict assessments; are familiar with the process of assessment and considerations for planning; improve their skills in using the USAID Conflict Assessment Framework to guide data collection and analysis; and are able to provide tools for synthesizing information into findings and for linking findings to concrete recommendations for USAID programmatic response. Participant evaluations were compiled and recommendations for curriculum design are being developed.

Participants found the course to be effective and gave it an overall course rating of 4.39 on a 5 point scale. 100% of participants noted that all four of the course objectives were met. A number of participants noted on their evaluations how pleased they were by the mix of training training methodologies employed during the training. A total of 12 participants attended the course, which included a representative from the United States Institute of Peace (USIP), one from the Sudan Office of Transition and Conflict Management (OTCM), and from the Africa Bureau. Non-USG participants included a representative from the United Nations Development Program (UNDP) and from the UK's

Department for International Development (DfID). Representatives from USAID included seven representatives from the DCHA bureau: six from CMM, and one from PPM.

Conflict Sensitive Technical Guide: MSI technical staff completed phase I of the conflict sensitive technical guide for CMM. This phase included a literature review of 16 documents (reports, handbooks, etc.) from various donors, implementers and partners on conflict sensitive approaches to development programming. Each review provided a summary of findings as well as any gaps found in relation to its utilization.

DCHA Platform: During this quarter, the DCHA Training and Learning Portal entered into the final stage of development. Users from the DCHA Bureau are currently able to use the Portal to retrieve important training and professional development material. For the final stages of development, steps are being taken to make the site more interactive as well visually appealing based on user feedback. Materials from the latest Conflict 102 and ACA courses have been added. Marketing for the Portal has also seen success as the number of users has jumped by almost 100% in this past quarter.

DCHA PD&L Portal Homepage Current Appearance



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DCHA LEARNING PORTAL

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WELCOME!

WHAT IS DCHA PROFESSIONAL DEVELOPMENT AND LEARNING PD&L?

PD&L activities represent the DCHA Bureau's commitment to growing and retaining talent (that's you!) by supporting professional (including career) development activities and learning opportunities worldwide.

Activities are centered on you (the learner) and designed to improve your performance. The activities build on the BS-76 Crisis, Stabilization and Governance core set of competencies and proficiencies. The focus on professional development and learning also takes into consideration Agency priorities to rebuild "technical excellence and leadership" and "restoring Agency leadership and core competencies" by attracting and retaining high quality development professionals.

UPCOMING EVENTS

Log in to USAID University to register for these events:

July 30: Food for Peace, Washington, DC

July 30-31: Conflict 102, Washington, DC

July 30-31: Conflict 102, Bogota, Colombia

August 1: Introduction to OFDA, Washington, DC

DCHA COORDINATOR AND OFFICE TRAINING POINTS OF CONTACT

DCHA's Professional Development and Learning Coordinator is Rochelle Thompson, Rothompson@usaid.gov.

Each Office has a Training Specialist or Point of Contact who can answer questions about their specific office sponsored trainings.

- ASHA: Gary Barrett, gbarrett@usaid.gov
- CMC: Aubrey Eaton, aeaton@usaid.gov
- CMM: Carrie Gruenloh, cgruenloh@usaid.gov
- DRG: Virginia Leavitt, Vleavitt@usaid.gov
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DCHA PD&L New Login Page

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Getting Started

What kinds of information will be helpful to me as I get started in my position?

This Guide to the Ronald Reagan Building includes the following:

- Telephone instructions for the RRB
- Requesting remote access to your computer
- Contact the IRM Help Desk
- Online IT courses (USAID University)
- Mail service: sending mail inside RRB, to Missions, packages, etc.

Acronym List

Annual Workplan and Individual Training and Learning Plans (ITLPs):

- All staff are required to fill out an Annual Workplan (AWP) and an Individual Development Plan (IDP). These should be discussed with your supervisor as part of your onboarding and the annual evaluation process. The ITLP should be used as a tool to support your career development.

Recommended Courses for New Staff

- DCHA Essentials is a suite of courses that includes DCHA 101 (a 3-day introduction to the Bureau) and six Office-specific courses.
- DCHA 101 provides an overview of the DCHA Bureau, its technical programs, and its operations. This orientation course introduces you to the mission and structure of the Bureau, the mandates of the Offices and how they work together, Office Directors, and other key staff in the Bureau. It is offered quarterly. In the weeks following each DCHA 101 course, the Offices offer their own courses, which range in length from one to five days. You may take the Office courses in whatever order you like.
- In addition, this document lists the recommended and required courses for DCHA staff. For questions regarding this list, contact Rochelle Thompson, DCHA/PPM.

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Lessons Learned

Lessons learned over the course of this quarter include: 1) The DCHA Essentials Course is in high demand for all DCHA Bureau staff (not just DLIs as originally designed). The transition from a DLI-focused course to a broader DCHA audience marks a significant change in the course and should be continually embraced as updates and modifications are made for future iterations. 2) Flexible scheduling of the various DCHA office presentations has increased participation. Online components of the course were formally introduced this quarter and will allow participants to attend the various Essentials' courses at times that better fit their schedules. 3) Increased usership of the DCHA portal leads to easier registration and better coordination among DCHA presenters and course participants. The DCHA Professional Development and Learning Portal has undergone a significant change and has reached a stage where it is actively being used by DCHA staff. Therefore, continued promotion of the site amongst the DCHA offices as well as the integration of the site into a fully utilized tool for trainers and course instructors will be paramount to its success. At this stage it is also vital that feedback and input from users is taken into account when making modifications in order to continually enhance the user's experience. The user's experience will ultimately determine the success of the site. Meetings and additional coordination will be scheduled with DCHA office trainers to ensure utilization of the DCHA portal and smoother planning for future iterations of the course. 4) Advanced logistical coordination with the USAID Mission for field offerings of CSG and C102 is vital to the success of the courses. In addition, C102 and ACA could benefit from continued interface and cooperation with personnel from the office of CMM for any needed updates.

Plans for Next Quarter

- Host the seventh iteration of the DCHA Essentials and DCHA 101 course on October 16 - 18 in Washington, DC;
- Conduct a Conflict 102 Workshop in Washington, DC on October 29-30;
- Host a Crises, Stabilization and Governance course on December 10 - 14 in Kiev, Ukraine;
- Coordinate with DCHA training officers to develop consistent and cohesive training materials across all offices for the DCHA Essentials course;
- Continued collaboration with personnel from the Africa Bureau to develop an action plan for the DCHA regional workshop;
- Begin development of material for DCHA Regional Workshop;
- Continue to add new content to the Portal site as well as make necessary changes in order to ensure greatest ease and efficiency for user.
- Continue working with CMM to revise training materials for the new Gender and Conflict Training;
- Receive feedback from CMM on Phase I deliverable of the Conflict Sensitive Technical Guide and plan next steps for final product;
- Begin working with CMM to update training materials for the ACA course scheduled for January 2013.