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DCHA/CMM CONFLICT TECHNICAL CAPACITY BUILDING AND TRAINING

QUARTERLY REPORT: YEAR 2, QUARTER 3

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DCHA/CMM Conflict Technical Capacity Building and Training

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ACRONYMS

AOU	Agreement of Understanding
C102	Conflict 102 Course
CMM	Office of Conflict Management and Mitigation
CoP	Community of Practice
CSC	Conflict Sensitivity Community
CTCBT	Conflict Technical Capacity Building and Training
DCHA	Bureau for Democracy, Conflict, and Humanitarian Affairs
G&C	Gender and Conflict Course
SFCG	Search for Common Ground
TO	Task Order

OVERVIEW

This report covers the third quarter of fiscal year 2016 (April 1, 2016 – June 30, 2016). MSI is the prime contractor on the DCHA/Conflict Management and Mitigation (CMM) Conflict Technical Capacity Building and Training Task Order (CTCBT TO), which is in its second year of performance and runs through September 30, 2019. MSI provides curriculum design, facilitation support, e-module development, survey development, the creation and management of Peace Exchange, an online community of practice (CoP), and analytical services for CMM.

Work this quarter consisted primarily of logistically preparing and remotely supporting trainings in Colombia and Liberia, revising the Gender & Conflict (G&C) training course materials, designing a new training course, and continuing activities on the CoP. The activities are summarized below:

- Finalized **AOU** with Conflict Sensitive and Peacebuilding course lead designer.
- Submitted revised training outline of **Conflict Sensitive and Peacebuilding** course to CMM for review and approval.
- Made decision to integrate Conflict 102 (C102) into new **Conflict Sensitive and Peacebuilding** course.
- Identified **C102 revisions** as priority or annual.
- Submitted final versions of revised **G&C facilitator guides**, including: Module 1, Module 2, Module 3, Module 4, Module 5, and Case Study.
- Prepared for and logistically supported **C102 and G&C** courses in Bogota, Colombia.
- Prepared for and logistically supported **C102 and G&C** course in Monrovia, Liberia.
- Organized a **Peace Exchange** webinar.
- Conducted a joint **Peace Exchange** activity with support from Alliance for Peacebuilding.
- Submitted the first **Peace Exchange** quarterly report.
- Prepared for attendance at the **CSC-Hub** meeting in Barcelona, Spain.

Descriptions of these activities are found in the following section. Please refer to Annex 1 for a detailed breakdown of participant demographics by course.

ACTIVITY UPDATES

Conflict 102 (C102)

The C102 workshop is a practical and highly participatory training that introduces participants to conflict analysis and best practices for programming and provides the tools needed to successfully apply basic conflict diagnostic tools, design an appropriate response, and monitor and evaluate theories of change in a conflict sensitive manner. The training uses vignettes and case studies to give participants opportunities to apply what they are learning to realistic situations.

In Quarter 3, MSI provided remote logistical support to a C102 training in Bogota, Colombia from May 11 – 12, 2016 and in Monrovia, Liberia from May 17 – 18, 2016. The training in Bogota was attended by 22 participants; 17 females and five males. The group of participants consisted of 18 participants from the Colombia Mission, two from the LAC Bureau, and two from DCHA's Office of Civilian Military Cooperation (OCMC). Participants completed the pre and post course surveys and their scores were entered into the database. Of the 11 knowledge questions asked, nine questions saw an increase of correct responses from pre to post course survey. Overall, the training received a 4.6/5 on participant satisfaction of content, a 4.4/5 on training methods used, and a 4.5/5 on course logistics.

The C102 training in Liberia was attended by 20 participants; 11 females and nine males. The group of participants consisted of 14 participants for the Liberia Mission; the remaining participants were from a mix of USAID offices and implementing partners. Participants completed the pre and post course surveys and their scores were entered into the database. Of the 11 knowledge questions asked, five questions saw an increase of correct responses from pre to post course survey, while two questions saw no change. There were four fewer post course surveys received than pre course surveys, which skewed data results. When calculating by percentage, nine of the eleven questions answered saw an increase in percentage of participants who answered the question correctly in the post course survey when compared to the pre course survey. Overall, the training received a 4.5/5 on participant satisfaction of content, a 4.6/5 on training methods used, and a 4.4/5 on course logistics.

In Quarter 3, MSI met with CMM to designate C102 revisions as priority, annual, or overhaul. Annual revisions will be completed by August. MSI also logistically prepared for a C102 offering to be held in Bangkok, Thailand in August.

Gender & Conflict (G&C)

The G&C workshop puts ideas into practice, drawing on concepts from academic research. It demonstrates where gender fits into the Conflict Assessment Framework (CAF) and the importance of integrating gender into conflict program design. Participants learn how gender roles change in conflict and post-conflict environments and what it means for future and ongoing development interventions.

In Quarter 3, MSI provided logistical support to a G&C training in Bogota, Colombia on May 13, 2016 and to a G&C training in Monrovia, Liberia on May 19, 2016. The training in Bogota was attended by 21 participants; 17 females and four males. Participants completed the post course survey and their responses were entered and are being monitored in the database. Overall, participants did well on the knowledge portion of the survey, with 70% of participants answering four of the six questions correctly. Participants rated their satisfaction with course content a 4.1/5 and a 4.2/5 on training methods, and an overall logistics score of 4.2/5.

The G&C training in Monrovia was attended by 19 participants; nine females and 10 males. Participants completed the post course survey and their responses were entered and are being monitored in the database. On the knowledge portion of the survey, over 75% of participants answered two of the six questions correctly, and over 55% answered a third question correctly. Similar to the C102 pre and post course survey in Liberia, post course surveys were only received by 15 of the 19 participants, thus significantly skewing data results. Participants rated their satisfaction with course content a 4.1/5, a 4.2/5 on training methods, and an overall logistics score of 4.2/5.

In Quarter 3, MSI continued working with gender consultant Leslie Dwyer to complete Gender and Conflict course revisions. Over a three month period MSI and CMM worked diligently to design and review G&C revisions. On June 30, 2016, MSI submitted finalized versions of G&C facilitator guides including: Module 1, Module 2, Module 3, Module 4, Module 5, and the Case Study. Revisions to modules included creating new activities, streamlining facilitator notes, and adding more information to the pre-reading Mindanao case study packet.

In Quarter 4, MSI plans to receive final approval from CMM for all G&C facilitator guides to pilot in Bangkok, Thailand in August 2016. MSI continues to prepare logistics for this course.

Community of Practice (CoP)

The creation of a COP showcases CMM's technical and learning leadership within the global peacebuilding community. It is housed on Search for Common Ground's (SFCG) Design, Monitoring, and Evaluation (DM&E) portal, capitalizing on an existing network of 4,000 members in over 130 countries.

During Q3, Peace Exchange submitted its first quarterly report, hosted its third webinar and focused its efforts on collaboration and partnership opportunities. On May 13, 2016, MSI submitted the first Peace Exchange quarterly report (February-April) which included a Quick Facts page highlighting key achievements and statistics of the first three months. Some Quick Facts include:

- 398 subscribed members
- 1,702 unique visitors from 109 countries
- 570 YouTube views of Peace Exchange's "About Us" video
- 93+ participants for CMM's webinar on application and lessons from the field using the Conflict Assessment Framework (CAF) 2.0
- 198 views of CMM's Conflict 102 Training Package

On May 18, 2016, Jamie Evans-Butler, a Democracy and Governance Officer from USAID/CMM hosted a webinar titled, "USAID Conflict Assessment Framework (CAF) 2.0 – Application and Lessons Learned from the Field." During the webinar, Jamie discussed how CMM utilized the CAF 2.0 to conduct a rapid conflict assessment in Uganda to inform the development of a new USAID Mission strategy on the ground. The webinar highlighted some key findings of the assessment and more broadly discussed the processes and challenges of implementing the CAF 2.0 in the field. The webinar attracted 40 participants from USAID and other organizations and institutions such as Mercy Corps, Georgetown University, Freedom House, the University of Waterloo and more.

During this quarter, the project team also collaborated with Alliance for Peacebuilding (AfP) to implement a Peace Exchange activity. To engage community members and the AfP community, Peace Exchange interviewed AfP panelists at the 2016 AfP Conference which took place from May 24-26 in Washington, DC. Before the conference, Peace Exchange asked members to submit conflict sensitivity or peacebuilding questions that they wanted Peace Exchange to ask AfP panelists on their behalf. With

support from AfP, Peace Exchange reached out to a number of panelists to schedule interviews and share questions submitted by the community. A total of six interviews were conducted and recorded during the conference – the interviews are being edited and will be shared with the community in Q4.

On May 27, 2016, MSI organized a call with DME for Peace and International Alert (IA) to discuss how conflictsensitivity.org (CS.org), managed by IA and distinct from the Conflict Sensitivity Community (CSC) Hub, could support and link to Peace Exchange. The tentative decision was to link the two websites to each other – IA will look into its policy and procedures and follow-up with MSI next quarter. Last quarter, MSI shared a draft Peace Exchange and CSC-Hub Partnership Strategy with the CSC-Hub working group. MSI received comments on June 7, 2016, and will schedule a call in Q4 with World Vision International (WVI), the CSC-Hub lead representative to discuss the comments in more detail. MSI also plans to attend the upcoming CSC-Hub meeting in Q4 from July 5-6, 2016 in Barcelona to present the new Peace Exchange platform and discuss the proposed partnership strategy.

Conflict Sensitive and Peacebuilding

After the decision in Quarter 2 to shift the Advanced Conflict Programming (ACP) training scope to increase the focus on peacebuilding programming, MSI identified and hired a new consultant with more poignant expertise to lead the design process. On May 18, 2016, CMM met with MSI and the lead designer, Nike Carstarphen to discuss the new Conflict Sensitive and Peacebuilding course (exact name TBD). The meeting was focused on general purpose, objectives, and intended audience of the course. On May 31, 2016, MSI submitted a training overview for CMM review. On June 1, 2016, core MSI training team met with CMM to discuss the training overview document. In this discussion, MSI presented the option of weaving C102 into this new course design and CMM approved this integration on June 23, 2016. MSI will submit a revised concept note for the new course for CMM's review and approval next quarter. Once granted approval on the concept note, design of specific modules will begin.

Contract Management

MSI managed multiple consultants in Quarter 3, including:

- Identified and managed a new consultant to lead the design of the conflict sensitive and peacebuilding course.
- Worked with lead consultant for the overhaul revisions of G&C.

Deliverables

The following contract deliverables were submitted and approved during Q3:

- Quarter 2 Report: April 30, 2016
- After Action Report for C102 Bogota, Colombia: May 20, 2016
- After Action Report for G&C Bogota, Colombia: May 20, 2016
- After Action Report for C102 Monrovia, Liberia: June 13, 2016
- After Action Report for G&C Monrovia, Liberia: June 13, 2016
- Quarterly Accruals: June 9, 2016

LESSONS LEARNED

- **Incomplete post-course participant surveys significantly skews data results.** Emphasis must be placed on the importance of collecting post-course surveys prior to departure of participants, particularly for field-based trainings where an MSI representative is not present.
- **Continuous communication between CMM and MSI expedites and streamlines revision processes.** Periodic conversations via phone or in-person to ensure correct interpretation of edits to course materials assists with establishing clear understanding how revisions will be incorporated and used in the course.
- **CoP crowdsourcing campaigns, such as the AfP activity, should be conducted when the community is larger and more active.** With a more active membership, members will voluntarily contribute without being encouraged by the Community Manager.

PLANS FOR NEXT QUARTER

- Prepare for and remotely support **C102** course in Thailand.
- Prepare for and remotely support **G&C** course in Thailand.
- Finalize **G&C** overhaul revision participant materials.
- Complete **C102** annual revisions.
- Complete **ACA** priority revisions.
- Submit revised concept note for **conflict sensitivity and peacebuilding course**.
- Attend the CSC-Hub workshop in July to discuss a **Peace Exchange** partnership.
- Confirm **Peace Exchange** webinar hosts for the upcoming Gender & Conflict (G&C) campaign.
- Develop a targeted **Peace Exchange** outreach strategy for the G&C campaign.