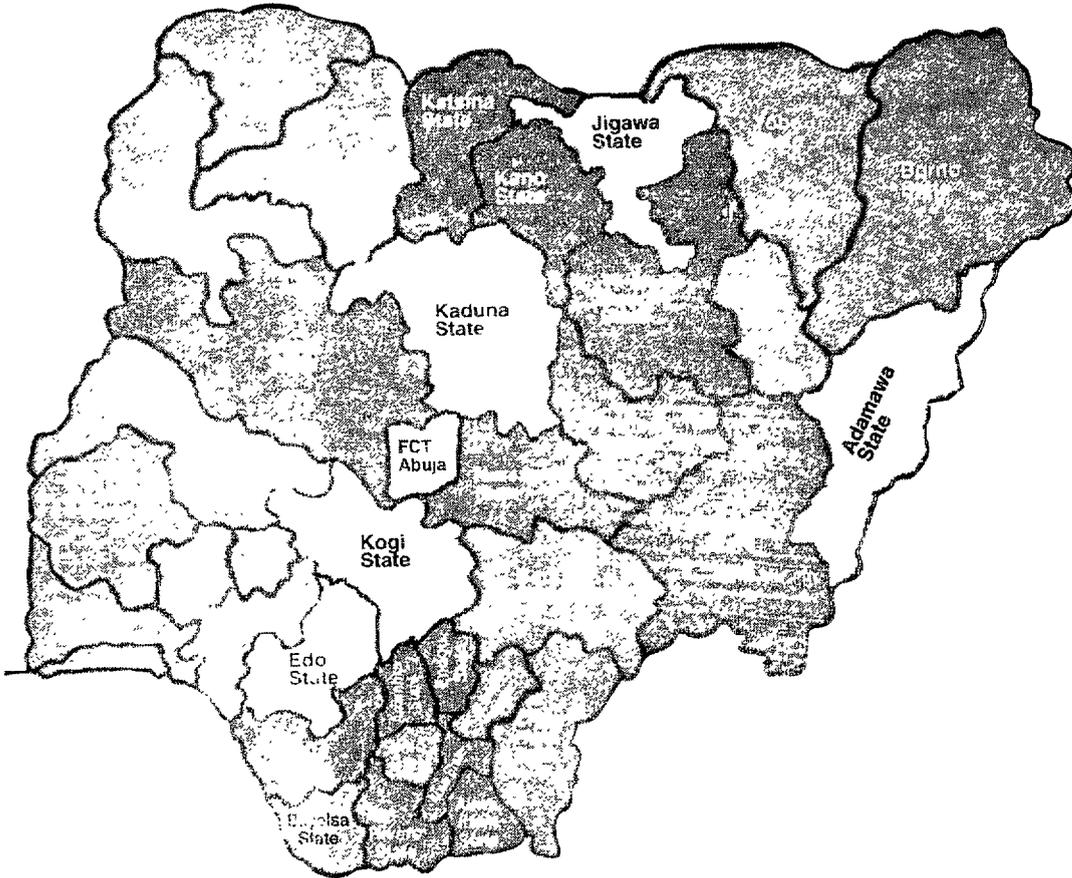


PN-ACL-725

**Manual
for
Election
Monitors**



**TRAINING MANUAL FOR
ELECTION MONITORS AND OBSERVERS**

African Strategic and Peace Research Group (AFSTRAG), Lagos

Centre for Advanced Social Studies (CASS), Port Harcourt

Center for Crisis Evaluation and Management (The CENTER), Abuja

African Centre for the Constructive Resolution of Disputes (ACCORD), South Africa

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ACKNOWLEDGEMENT

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African Strategic and Peace Research Group (AFSTRAG) was established in 1992. It is an independent, non-governmental, non-political and action-oriented research and consultancy outfit for analysing strategic and human security problems in Africa, taking into consideration the political, economic, military, industrial and social conditions on the continent.

Center for Crisis Evaluation, Management and Training commonly known as The CENTRE, is a non-governmental organisation based in Abuja.

Centre for Advanced Social Sciences was founded by Late Prof. Claude Ake, who was also the pioneer Director of the Centre. The organisation is based in Port Harcourt.

African Centre for the Constructive resolution of Dispute (ACCORD) was founded in 1992 as part of the process of the Transition Programme in South Africa. It is based in Durban and has programmes in Training, Peacekeeping, Preventive Diplomacy and Intervention. This Project originated from its Intervention Programme.

This Manual is developed specifically for Nigeria; the Consultants who prepared the Manual are experienced Africans involved in security, human rights, peacekeeping, conflict resolution and research on the democratisation process in Africa.

We are grateful to USAID, Washington, for funding this project.

DATES OF PREVIOUS ELECTIONS IN NIGERIA

- 1959 - Independence Elections
- 1965 - First Republic Elections
- 1979 - Second Republic Elections
- 1983 - Second Elections of the 2nd Republic
- 1993 - June 12: Third Republic Elections
- 1997 - August 1997: Fourth Republic Elections
- 1998 - May 1998: Fourth Republic Elections

ESSENCE OF 1998 ELECTORAL DECREE

The current transition programme is to be directed by one body - the Independent National Electoral Commission is established by the Independent National Electoral Commission (INEC) (Establishment, e.t.c.) INEC Decree of 1998. INEC is charged with the organisation, conduct and supervision of all elections and all matters pertaining to elections into all elective offices provided for in the Constitution.

The main difference between this organisation and others in previous transition programmes is the section, which protects the Commission from "direction or control of any other person or authority". At its inauguration the Chairman of the Commission, Justice Ephraim Akpata, said the INEC will jealousy guard this independence. When Government appointed the State Resident Electoral Commissioners and announced the States they were to be deployed, the Chairman of INEC when swearing them in, redeployed them to send a signal to Government and the public that INEC has the sole right to deploy them. This was to clearly display INEC's independence.

The registration of parties has just been concluded with very little protests from unregistered parties. Nobody is yet to suggest that INEC is taking direction from Government. But the real test for the Commission will come to play when the various elections begin to hold. If INEC is able to use its statute of independence to produce credible acceptable election results, then the essence of the Transition programme would have been well served.

ELECTION MONITORS & OBSERVERS TRAINING

CONTENTS

PART A - INTRODUCING THE TRAINING MANUAL

	Page
CHAPTER ONE: THE PURPOSE OF THE MANUAL	18
CHAPTER TWO: THE ELECTION CONTEXT	19
THE TRANSITION PROGRAMME	19

A participative overview of the Transition Programme and the role of the election therein:

- The Multi Party Negotiations
- The Independent National Electoral Commission (INEC)

ELECTION OVERVIEW	19
-------------------	----

A discussion on the transitional process and the electoral legislation.

- The Election Players 20
A summary of key players 21
- Election Time-Table 22

VOTING SIMULATION	25
-------------------	----

A participative clarification of voting day procedures based on the electoral legislation. A voting simulation will be conducted and a short discussion about the problems experienced will follow.

THE ROLES OF OBSERVERS	31
------------------------	----

Ensuring that the roles of observers have been clearly identified.

THE ROLES AND POWERS OF MONITORS 32

Ensuring that the roles and powers of monitors are clearly stated.

CHAPTER THREE: SOME SCENARIOS 33

SCENARIOS

Small groups of participant monitors and observers will discuss scripted problems that may occur at the voting station using a simplified version of the Electoral Act as a guide.

A CHECK LIST OF POTENTIAL PROBLEMS

The manual includes a checklist of potential problems in the voting procedure.

CHAPTER FOUR: REPORTING PROCESSES 36

THE INCIDENT REPORTING FORM

Introducing the incident reporting form. Participant monitors and observers will, in small groups, fill out the reporting form based on the voting simulation. The trainer will then lead a discussion comparing the completed forms.

REPORTING AFTER THE ELECTION

The trainer will introduce the form on which monitors and observers will report after the election. Participants will fill the forms in using small group interaction.

A checklist for voting station monitoring

PART B - CODE OF CONDUCT FOR ELECTION MONITORS

CHAPTER FIVE: DOs AND DON'Ts, CODES OF CONDUCT 39

CODES OF CONDUCT 41

Introducing the trainees to the codes of conduct for monitors and observers:

Example of an Electoral Code

Code for Observers

Code for Monitors

PREPARATION FOR VOTING DAY 45

Some tips for the actual voting day

SAFETY TIPS FOR MONITORS	46
Safety tips and preparation for voting day	
CHAPTER SIX: TERMS OF EMPLOYMENT FOR MONITORS	48
The terms and conditions of employment of monitors are clarified in this section as well as the procedures for claiming payment and expenses.	
CHAPTER SEVEN: MONITORING COUNTING	49
(Specifically for those monitoring the counting procedure)	
The trainer will explain the procedure of the counting of the votes based on the electoral legislation. The trainer will then give tips to the trainees on how to monitor the counting of the votes.	
The training manual includes a summary of the procedures to be used for the counting of the votes. The manual also includes tips on how to observe the counting. The manual also includes a checklist for potential problems in the counting of the votes.	
CHAPTER EIGHT: ELECTION CAMPAIGN MONITORING	52
The trainer will lead a discussion on the Electoral Code of Conduct. The trainer will then lead a brainstorming session on things that monitors can do during the election campaign.	
The training manual includes a summary of the Electoral Code of Conduct and related legislation. The manual also includes suggestions for monitoring the election campaign.	
ELECTION CAMPAIGN ROLE-PLAY	
A role-play based on a situation involving a party meeting. The trainer will then lead a discussion about the role-play and the role of the monitor or observer.	
The training manual includes instructions for the trainer and a checklist for monitoring the campaign.	

PART C - CONFLICT RESOLUTION STRATEGIES 56

Introduction to basic Conflict Resolution Strategies which Monitors can use in difficult situations.

CHAPTER NINE: IDENTIFICATION OF SCENARIOS 56

This would be an elaboration of the scenarios introduced on the first day - but this time with a view to discerning an appropriate approach to resolution.

CHAPTER TEN: CRISIS INTERVENTION 57

What is crisis intervention?

When to intervene?

Basic role in intervention.

CHAPTER ELEVEN: BASIC COMMUNICATION SKILLS 59

Here, the purpose is to provide monitors with the basic skills required to make the initial intervention. The following skills are implicit:

Listening skills - how to listen with empathy and understanding.

Paraphrasing - making sure you have heard correctly.

Dealing with anger - both your own and that of others.

Identifying and dealing with interests and positions.

Reframing a conflict situation - setting the scene for resolving the problem.

CHAPTER TWELVE: BASIC PROBLEM SOLVING 69

Problem solving processes

Exploring options: The Continuum

Being a Facilitator

APPENDIX

APPENDIX I GUIDELINES TO ELECTIONS AUGUST – MAY 1999 by INEC 72

APPENDIX II	LEGAL PROVISIONS FOR ELECTION AND MONITORING Excerpts of International Instruments	78
APPENDIX III	PROGRAMME OF TRAINING METHODOLOGY FOR MONITORS Code of Conduct for Election monitors Training Methodology for training of Monitors	80

PREFACE

This manual is designed for the training of independent election monitors for the forthcoming transitional elections in Nigeria. The elections will start with the Local Government polls in December 1998 and culminate in the Presidential election in February 1999. It is part of a joint project by ACCORD based in Durban, South Africa and three Nigerian organizations namely, African Strategic and Peace Research Group (AFSTRAG) Lagos, Centre for Advanced Social Science (CASS), Enugu and Centre for Crisis Evaluation and Management (CCEM), Abuja, for the independent monitoring of the Local Government, House of Assembly, Gubernatorial and Presidential elections. The project involves a series of Training of Trainers (TOT) workshops aimed at training about 2070 election monitoring trainers across the country. The country has been divided into six Zones as follows:

- North East Zone: Borno, Yobe, Bauchi, Adamawa, Gombe and Taraba
- North Central: Plateau, Benue, Kogi, Nasarawa, Niger and FCT Abuja
- North West: Sokoto, Kebbi, Kano, Kaduna Katsina and Jigawa
- South West: Lagos, Oyo, Ekiti, Ogun, Ondo, Osun and Kwara.
- South South Akwa-Ibom, Cross-River, Bayelsa, Rivers, Edo
- East: Abia, Anambra, Imo, Ebonyi, Enugu and Delta.

The project target is to train at least seven TOTs per State. In each state, the TOTs will then train at least one monitor in each local government area. In that way, a total of about 1,000 monitors will be available for the elections going down to grassroots. The project has been made possible by a grant from the USAID, Washington D.C.

We grateful to IDASA, IMSSA, Cencor (Accra), ACCORD, Urban Foundation, DCN, NADEL, COMSA, WVPS, LEAP, LHR, SACS, LCCRL and INEC, Nigeria.

BACKGROUND TO THE ELECTION

Introduction

The ongoing transition from military to civil rule in Nigeria must rank among the longest of such transitions in Africa. It began in 1986 during the rule of General Ibrahim Babangida (1986 - 1993), the transition is now in its 12th year. It has seen three military heads of state, five heads of the National Electoral Commission, the creation of fifteen new States, over two hundred new Local Government Areas, 16 different political parties, three ballot systems, and countless elections, one of them on a no-party basis.

The sudden death of General Sani Abacha in June 1998 and his replacement by General Abdulsalami Abubakar opened a new vista of hope for a successful conclusion of the transition. General Abubakar's restored the damaged credibility of the transition programme, by promising to hand over power in May 1999, released political detainees and established the Independent National Electoral Commission (INEC) under the Chairmanship of Justice Ephraim Akpata in August, 1998. It is INEC that is saddled with the task of bringing Nigeria's seemingly permanent transition to a successful closure by organizing the Local Government, Assembly, Gubernatorial and Presidential elections between December, 1998 and February, 1999.

In October 1998, INEC conducted the registration of voters. The process was dogged by a number of problems including non-availability of registration materials, hoarding of voters' cards and some cases of fraudulent activities by registration officials. A number of politicians called for the cancellation of the voter registration. But it is not clear whether the shortcomings were grave enough to warrant an outright cancellation. In fact, many independent observers think that they were not and INEC appears to have cleared the first major hurdle. In October also, INEC released a provisional list of nine political parties recognized to contest the December 1998 LG election. The performance of the parties at the Local Government Elections will determine whether they would be permitted to field candidates in the other elections.

The most important issue for INEC is a free, fair and transparent conduct of the forthcoming elections. In this regard, the election procedure, particularly balloting, must be seen to be above reproach. Balloting has been such a central issue in Nigerian elections that three different systems have been employed since the transition began. These are the secret ballot, open ballot (queuing) and modified open ballot systems. In the open ballot, voters queued behind the candidate of their choice or his/her photograph. Election officials then count the voters on the queue and the result is announced on the spot. When it was employed in 1991, many ordinary Nigerians praised it as simple, fair and fraud-free. However, many others criticized the open ballot system as archaic, dehumanizing and constraining freedom of

choice. Cases were reported in which local political machines punished voters for queuing behind the “wrong” candidates.

The changes in the ballot system reflect a long search for transparent conduct of elections in Nigeria. This is also why the role and profile of independent election monitors and observers have also risen in recent times. Hitherto, monitors have either been government or party agents. The result is that the independence and therefore the reports given by these monitors became questionable. As a result of their partisanship, their reports have oftentimes fanned discontent and violence. Now the electorate and the wider international community all look up to independent election monitors to act as watchdogs of elections. Still, a number of issues must be properly address if election monitors are to play this role adequately. These include:

Training: There is need for adequate Training of Trainers of Monitors in order to equip them for the big task ahead of them. Such training must be capable of equipping them with observation, communication and conflict resolution skills, which they can pass on to the monitors.

Confidence-building: Organically linked to training is the capacity of independent monitors to inspire confidence in politicians and the electorate.

Political and public support: It is also important that the government should appreciate the importance of monitors and give them ample support. This is particularly necessary since election monitoring remains a voluntary endeavour.

Mass involvement: An important ingredient in successful election monitoring is large number of monitors, especially for a vast country like Nigeria. The presence of many monitors not only acts as a deterrent to electoral malpractice, but also ensures that adequate information about the conduct of the elections is swiftly collected and promptly made public.

All these make this project and manual very timely. We hope that the monitor's trainers, monitors and the wider reading public will find the manual useful.

TRAINING OF TRAINERS IN ELECTION MONITORING

WORKSHOP OUTLINE: DAY ONE

MODULE ONE: WELCOME, STRUCTURE AND PURPOSE OF PROGRAM

Background on the Origin of the Programme. Introduction of ACCORD, AFSTRAG, CAS & CCEM, Scope and Purpose Rules – Aims & Objectives. (30mins)

Topic 1: *"Emerging Issues in Democratic Elections"* (1hr 15mins)

The resource person is expected to provide an overview of the major issues in election management, the universality of elections as a foremost indicator of democracy, the question of choice, the limitations of elections as a vehicle of democracy, and various types of electoral systems and the franchise. Emphasis should also be placed on the importance of electoral laws, rules and regulations in the conduct of democratic elections.

At the end of the discussion, the trainees should be able to:

- Identify the major electoral systems.
- Identify and discuss the factors that make elections free and fair.
- Identify different ballot systems and discuss their implications.

Topic 2: *"Elections in Africa: A Geopolitical Survey"* (1hr 15mins)

Post Cold Elections:

Electoral terminology and main players

Overview of Elections, Electoral laws in Africa

Topic 3: *"An Overview of the Nigerian experience"*

Problems encountered in previous elections

Significance of these Elections to Nigeria

Social Cultural Factors

MODULE TWO: METHOD & ORGANIZATION OF ELECTION MONITORING/OBSERVATION

Topic 4: *"The Organisational Framework for Election Management."* (1 hr)

General Levels of Observation, Planning and Preparation, Co-ordination, Use of Checklists etc.

Topic 5: *"The 1998 Nigerian Electoral Law"*

Trainees should be exposed to the major provisions of the electoral law. A brief comparison of these provisions with past ones may be presented. The electoral procedure, malpractice and sanctions associated with them, as well as the role of different electoral officials, including

monitors and observers, should be emphasised. The experiences of other countries, particularly in Africa may also be discussed.

At the end of the session, the trainees should:

- Know the major provisions of the 1998 electoral law.
- Be able to identify the principal electoral officials and actors, and discuss their roles.
- Be able to discuss the major malpractice and sanctions provided by the law.

Topic 6: "Developing a Strong Domestic Monitoring/Observation Network"

The resource person should identify the major factors that support and/or undermine the development of domestic election monitoring/observation capacity, as well as ways of either strengthening or overcoming them respectively. Ways of popularizing voluntary/independent election monitoring and observation should be explored. In addition, the role of business, government and the NGO community in popularizing and achieving a strong, independent election monitoring/observation network in Nigeria should be discussed.

At the end of the session, the trainees should be able to:

- Identify and discuss factors that support independent election monitoring in Nigeria.
- Identify and discuss factors that undermine independent election monitoring in Nigeria.
- Understand the role of business in independent, voluntary election monitoring.
- Understand the role of government in independent, voluntary election monitoring.
- Understand the role of non-governmental organizations in independent, voluntary election monitoring. Topic 6 :

Topic 7: "Electoral and Post-Electoral Conflict Management Skills: Negotiation, Mediation and Arbitration: role of reconciliation." (1hr 30mins)

The resource person is expected to provide an overview of the basic principles and definition of terms, and make comparison with the Western and African forms of Conflict Management skills - Wisdom from Africa; identify positive and negative ideologies of terminologies. Emphasis should be placed on the various alternatives and adaptations of terms in Africa, in particular to Nigeria on the election monitoring should also be discussed.

At the end of the discussion, the trainees should be able to:

- ✓ Understand basic skills entailed in Conflict Management
- ✓ Understand how to mediate and arbitrate a in conflict situation
- ✓ Apply negotiating skills in the resolution of conflicts
- ✓ Identify basic communication skills of mobilisation and education
- ✓ Be able to adapt the various options available.

WORKSHOP OUTLINE: DAY TWO

MODULE THREE: INTRODUCTION TO MONITORING

Module Orientation

Introduction to Module – Place of Module in overall structure (15 min)

Topic 8: “History and Development of Election Monitoring” (1 hr)

History/Overview of UN

Classical Era, 1960s

Post Cold War era, 1990s NGOs

Case Study, Angola, Ghana and South Africa

Checklist for Voting Station Observation (15 min)

The Manual includes a checklist for potential problems in the voting

Topic 9: “Establishment of Code of Conduct: Civic education, Cultural considerations etc”. (1 hr)

Introducing the participant monitors to the codes of conduct for monitors and observers.

Relationship Between INEC and Political Parties. The role and powers of Observers/Monitors must be clearly identified (45 min)

Topic 10: “An introduction to the 1994 South African Election” (30 min)

Introduction to an overview of the various processes toward the democratic election: Substantially free and fair election? The role of communication in conflict process.

Syndicate Exercise: Relationship between Mandates, Means and Comparative analyses (South African & Nigeria Case Study) (1hr 30mins)

Participants to study Election Law of South Africa & Nigeria, and analyse them with a view to how they impacted on the situation (both in terms of the resolution of the conflict (military rule) and the ability of the INEC in Nigeria, and how the electoral process can be improved.

WORKSHOP OUTLINE: DAY THREE

MODULE FOUR: THE POLITICAL AND SOCIOLOGICAL DIMENSION OF THE NIGERIAN ELECTIONS

Module Orientation

Introduction to Module – Place of Module in overall structure (15 min)

Topic 11: “The Political Dimension: The role of the INEC” (1 hr)

The composition and tasks of the INEC/PARTY AGENTS staff. The relationship between the Elections and the other actors in the World/West Africa.

Topic 12: “The role of the Media in Election Operations” (1hr 15mins)

The resource person should take the trainees on an excursion of the media laws and regulations in Nigeria. The trainees would be expected to be fully briefed about the history of the media in Nigeria and the role it played in previous transitions, especially that of Babangida and Abacha. Emphasis should be place on the role it has played or can play in voter education and mobilisation.

At the end of the period, the trainees should be fully conversant with

- Media law in Nigeria
- The history of the media in Nigeria
- The role it has played as an agent

Topic 13: The Role of Security Agents

Topic 14: The Role of Party Agents, Presiding Officers etc. (1hr)

Topic 15: International Observers: The role of Civilian Election Observers/Monitors

Topic 16: “Elections and Democracy: Challenges and Conflict Resolution Approaches”
(1hr 15mins)

Overview and Introduction to Election Management. The Universal and Country Legal Systems.

Topic 17: Training Methodology for training of Monitors

TRAINING OF TRAINERS WORKSHOP IN ELECTION MONITORING

PART A - INTRODUCING THE TRAINING MANUAL

CHAPTER ONE: THE PURPOSE OF THE MANUAL

1. To assist Trainers who are to prepare monitors at all levels to effectively perform their task in contributing to a free and fair election.
2. To enable an understanding of the electoral process.
3. To ensure that monitors know what their roles are.
4. To provide monitors with an understanding of their intervention role.
5. To ensure that monitors have the conflict skills needed for intervention.
6. To expose monitors to likely scenarios at polling booths.
7. To ensure that monitors take every precaution to guarantee their own safety.
8. To familiarise monitors with reporting procedures.

CHAPTER TWO: THE ELECTION CONTEXT

Briefly discuss the Transition Programme, the Independent National Electoral Commission (INEC) decree and other electoral laws, utilizing the following information. You may want to sketch the charts on newsprint or show them on an overhead projector. This should take 10 to 15 minutes.

Answer questions for the remaining time.

THE TRANSITION PROGRAMME

- The Multi-Party Negotiating Process – Nigeria is in the midst of a transition to a democratic form of government. After consulting with various segments of Nigerian society, the Government came out with a Transition Programme.
- INEC – The next phase is the phase in which we find ourselves. All other political structures of the past regime have been scrapped. The present regime has created only one structure – INEC.

The INEC will be responsible for administering and monitoring the election, and after the election, certifying whether the election was free and fair. With respect to monitoring the election, the INEC Decree provides for the appointment of monitors, registration of observers and accreditation by international observers.

ELECTION OVERVIEW

In mid-August 1998, INEC announced its Transition Time-Table, with the Local Government elections to take place on December 5, 1998.

The Federal Military Government promulgated a Decree to guide the INEC in its functions of administering, monitoring and certifying the election. The INEC Decree, along with other regulations and bye-laws issued by INEC, are the main laws that will govern the upcoming elections.

The Decree provides for rules to govern observing the election. It gives INEC the power to devise, among other things, political parties, electoral officials and procedures for voting and counting the votes. INEC provides for rights of political parties, and responsibilities of political parties. INEC is also to provide an Electoral Code of Conduct to be followed by all parties and a list of offenses and resultant penalties for such offenses.

As observers and monitors, you should try to stay informed of the regulations.

- The Election Players

Election officials, such as Presiding Officers and Returning Officers will be administering the election.

Party Agents are observers to the election on behalf of political parties and they have certain rights not necessarily extended to observers.

In addition, there will be local observers that will be representative of civil society. Such observers will have gone through training and will be registered with the INEC.

There will also be international observers that are representative of foreign governments or inter-governmental organizations and such observers will be accredited by the INEC.

Summary: Key Election Players

- Presiding Officer:** These persons will be employed by the INEC and will be in charge of and responsible for everything that happens inside and within a certain distance of the polling booths. There will be a Presiding Officer in every polling booth.
- Voting Officers:** Like the Presiding Officers, these persons will be employed by the INEC. Their function will be to assist the Presiding Officers. There will be a number of other Officials to assist in each polling booth.
- Counting Officers:** Also like the Presiding Officers, these persons will be employed by the INEC and will be responsible for the counting of the votes at particular counting stations.
- Enumerators:** Like the Counting Officers, these persons will be employed by the INEC. Their function will be to assist the Counting Officers.
- Party Agents:** These persons will be representative of political parties. They will observe the election on behalf of their political parties and will have certain rights not extended to observers.
- Monitors:** These are persons who are neutral representatives accredited by INEC to watch, check, listen and report occurrences of violations contrary to the electoral laws that take place over the period of the elections.
- Observers:** These persons will be representative of domestic or international independent organizations, such as churches and NGOs. They will be registered with the INEC. They will observe the election and

report to their sponsoring organizations, which will, in turn, report violations of the electoral laws to the INEC.

International Observers: These persons will be representative of foreign governments or inter-governmental organizations such as the UN, and will be accredited by the INEC. They will observe the election and report to their sponsoring organizations, which will, in turn, report violations of the electoral laws to the INEC.

Security Personnel: These persons will be responsible for ensuring that events proceed in a peaceful manner. It is likely that they will comprise the Nigerian Police Force and the State Security Service (SSS)

- Why electoral legislation? – The most important reason we have electoral legislation is to establish rules that will help ensure that the election (including the election campaign) is free and fair. The election will be free and fair if:
 - (1) eligible voters have an opportunity to vote for whom they want without threat of reprisal;
 - (2) every party contesting the election has the opportunity to canvas eligible votes for support; and
 - (3) the votes are counted accurately, with integrity and according to agreed procedures.

The Independent National Electoral Commission will ultimately determine whether the election was free and fair. However, individuals and organizations, including parties and observers, will have the opportunity to provide input to the INEC if they think the election was not free and fair.

Election Time-table

Release of guidelines for the formation of Political Parties
(Tues. 25/8/98)

Submission of claims by Political Associations
(Thurs. 27 - Wed 9/9/98)

Release of Provisionally Registered Political Parties
(Thurs. 24/9/98)

Release of guidelines for Voters Registration exercise
(Mon. 31/8/98)

Voters registration Exercise
(Mon. 5 - 19/10/98)

Display of Preliminary List of Voters for Claims and Objection

(Tues. 20/10 - Thurs. 22/10/98)

Compilation and Production of Voters Registers
(Mon. 26/10 - Wed 25/11/98)

Release of Guidelines for Local Government Council Elections
(Monday 2/11/98)

Publication of Notice of Local Government elections
(Mon. 9/11/98)

Parties to notify INEC date & Venue of Ward & Local Government Congress to Nominate Chairmanship & Councillorship Candidates
(Wed 11/11/98)

Submission of Names of Candidates for local Government Council Elections to INEC
(Mon. 16/11/98)

Screening of Candidates for Local Government Council Elections by INEC
(Tues. 17- 19/11/98)

Return of List of Cleared Candidates to Parties
(Friday 20/11/98)

Collection, Completion and return of Nomination Forms
Publication of Notice of Nomination and commencement of Electioneering Campaign
Appeals Against Disqualification (if any)
(Mon. 23 - Wed 25/11/98)

Submission of Names of Party Agents to Electoral Officers
(Thursday 23/12/98)

End of electioneering Campaigns
(Friday 4/12/98)

Local Government Council Elections
(Sat 5/12/98)

Run-off Election if any Petitions for Local Government Elections
(Saturday 12/12/98)

Release of Guidelines for Governorship/State Assembly Elections
(Monday 14/12/98)

Publication of Notice of Elections
(Tuesday 15/12/98)

Parties to notify INEC of dates & Venues of their Congresses for State Assembly and Governorship Candidates (Thursday 16/12/98)

Submission of names of Candidates for Governorship/State Assembly and Governorship Candidates
(Wednesday 23/12/98)

Screening of Candidates for Governorship/State Assembly Elections
(Monday 26 - Wednesday 30/12/98)

Return of List of Cleared Candidates to Parties
(Thursday 31/12/98)

Appeal Against Disqualification if any
Collection, Completion and return of Nomination Forms
Publication of Notice of Nomination for Governorship/State of Assembly Elections
Commencement of Electioneering Campaigns
(Sat 2/1/99 - Monday 4/1/99)

Substitution and Screening of Candidates
Publication of Notice of poll
(Tuesday 5/1/99)

Submission of Names of Party agents to electoral officers
(Thursday 7/1/99)

End of Electioneering Campaigns
(Friday 8/1/99)

Governorship/State Assembly Elections
(Saturday 9/1/98)

Run-off Elections if any
Petitions for Governorship and State Assembly Elections
(Saturday 16/1/99)

Release of guidelines for presidential and National Assembly Elections
Publication of Notice of Elections for Presidential and national Assembly Elections
(Wednesday 20/1/98)

Parties to notify INEC of Dates and Venues of Congress to Select Candidates for
National Assembly Elections.
(Friday 22/1/99)

Submission of Names of Candidates for national Assembly Elections
(Monday 25/1/99)

Screening of National Assembly Candidates
(Wednesday 27/1 - Thursday 28/1/99)

Return of Names of cleared National Assembly Candidates to the Political Parties
Appeal Against Disqualification if any
Collection, Completion and Return of nomination Forms
Commencement of electioneering Campaigns
(Friday 29 - Saturday 1/2/99)

Substitution and Screening of National Assembly Candidates
Publication of Poll for national Assembly elections
(Tuesday 2/2/99)

Parties to notify INEC of dates & venues of Party
Conventions to Select Presidential Candidates
(Thursday 4/2/99)

Submission of Names of Presidential candidates
(Friday 12/2/99)

Screening of Presidential Candidates
Return of Names of Cleared Presidential candidates to the Political Parties
Commencement of Electioneering Campaigns for Presidential Candidates
Appeals Against Disqualification if any
Collection, Completion and Return of Nomination Forms
(Saturday 13 - Monday 15/2/99)

Substitution and Screening of Presidential Candidates Publication of Notice for
Presidential Elections
(Tuesday 16/2/99)

Submission of names of Party Agents to Electoral Officers
(Thursday 18/2/99)

End of Electioneering Campaigns for National Assembly Elections (Friday 19/2/99)

National Assembly Election Submission of Names of Party Agents for
Presidential election to Electoral Officers
(Saturday 20 - Thursday 25/2/99)

End of Electioneering Campaigns by Presidential Candidates
(Friday 26/2/99)

Presidential Election
(Saturday 27/2/99)

Run-off Elections if any for National Assembly and President
Petition Proceedings for Presidential and national Assembly Elections
Inauguration of Local Government Councils Nation-wide to be announced at a later date.
Swearing in of Governor's to be announced at a later date
(Saturday 6/3/99)

Swearing in of President
(Saturday 29/5/99)

Adapted from Guardian Newspaper August 26, 1998

VOTING SIMULATION

Ask the participants if they have previously voted or been involved in a voting simulation. If all (or the vast majority) have, then you can skip the brief run-through of how voting will take place. Otherwise, briefly explain the voting procedure using the summary of voting and any visual aids you have available. This should take no more than five minutes.

Next, take volunteers for the players in the simulation from sections B, C and D of the cast of characters. Tell the volunteers where to stand or sit and hand them individual instructions. You can have the voting officers and the party voting agent make labels identifying themselves as voting officers and a party voting agent. You will have made six copies of the outside of a voter's card. Give one copy to each voter. Explain that all other participants will be observers or monitors (depending on who is being trained). Brief them to observe everything that goes on and to take notes, which will be used, later on in the training program. Set up the voting station according to the instructions. Then allow the simulation to take place. The whole process should take 20-30 minutes.

Using the list of problems as a guide, spend the remainder of the time discussing with the whole group problems encountered. Facilitate the discussion by asking what went wrong. Summarize by asking them what they learned and noting that observing is a task that takes much concentration.

Summary of Voting

Prior to the start of voting the Presiding Officer and Voting Officers will appropriately set up the voting station. The Presiding Officer also must, in the presence of Party Agents, and observers and monitors as permitted by the INEC, seal the empty ballot boxes.

Voting will be conducted in the following manner.

1. The election officials will examine the voter's eligibility document to insure that the person is the person identified, is eligible to vote (is a Nigerian citizen and is at least 18 years old), and has not already voted.
2. The election officials will examine the person's right hand to insure that the person has not already voted.
3. The election officials will mark the voter's eligibility document and will mark the voter's right hand to show that the voter has voted.
4. The election officials will give the voter an officially marked ball paper.

5. The voter will take the ballot paper to the voting compartment where she or he will mark her or his choice and then fold the ballot paper (if it is by secret ballot).
6. The voter will take the ballot paper to the ballot box, show the election official the official mark (on the outside of the ballot paper), and place the ballot paper in the ballot box [if it is by secret ballot].

After the voting closes, the openings of the ballot boxes will be sealed and all ballot papers accounted for.

Generally, in addition to voters, you can expect to see the following people at voting stations:

- (1) Independent Electoral Commission officials, including
 - (a) a Presiding Officer
 - (b) Voting Officers,
 - (c) Security Agents (SSS and The Nigerian Police)
- (2) Party Voting Agents
- (3) Observers, including
 - (a) international governmental observers;
 - (b) local independent observers; and
 - (c) International independent observers.
- (4) Interpreters and persons assisting blind and physically disabled voters.
- (5) The Media

Instructions for setting up voting station

1. What you will need.

- At least two tables (four tables if possible).
- A ballot box (you must obtain or make).
- Voting papers.
- A pencil or pen.

2. How to make a ballot box.

Find a medium-sized cardboard box that can be closed. Cut a slit in one side, about as wide as your hand, big enough for people to drop in their folded ballot papers.

3. How to make a voting compartment.

Find a large cardboard box and cut off the top, bottom and one side. This will leave three sides standing. Stand the voting compartment on a table.

4. How to arrange the equipment.

Place two tables together to form a long straight surface. Leave some open space and place one table on its own, with the voting booth on top, so that nobody can see into it. Place the fourth table (or a chair) next, with the ballot box on top. Place the pile of voting papers at the end of the long table. Place a pen or pencil in the voting compartment.

Cast of Characters for Voting Simulation

- A. Presiding Officer, to be played by the trainer. *As the Presiding Officer, do not permit Voter #1 to have another ballot paper when he or she tells you that he or she has made a mistake. Also allow illegal campaigning to take place telling the complaining voter that you are the Presiding Officer and to not worry about such things.*
- B. Voting Officers
 - 1. Voting Officer #1 checks each voter's registration card and should sit at the beginning of the long table.
 - 2. Voting Officer #2 accredits voters, and should sit at the table next to Voting Officer #1.
 - 3. Voting Officer #3 counts the voters after they have lined up behind the candidates of their choice.
 - 4. The Presiding Officer announces the results at the Polling station.
- C. Five voters should queue with their identity documents at the door to the room where the voting station is set up.
- D. Others
 - 1. Party Agent, to observe the election on behalf of a political party.
 - 2. Illegal campaigner to campaign to voters in the queue and to try to bribe one voter.
- E. Election observers or monitors (depending on who is being trained), to be played by the rest of the participants.

List of Problems in Voting Simulation

Presiding Officer

- Did not check the voter's registration card before voting commenced.
- Did not allow Party Voting Agents and observers to check that all voters present were properly accredited.
- Allowed campaigning in the voting station.
- Allowed attempted bribery, threats and intimidation of voters.

Voting Officer #3

- Did not check the registration card of Voter #4.

Voting Officer #5

- Was distracted or took a nap and did not observe all the process of accreditation.

Voter #2

- Tried to vote in a place than where he registered.

Illegal Campaigner

- Campaigned within the voting station.
- Threatened a voter.
- Tried to bribe a voter

Questions to ask after voting simulation

NB: These questions are intended as guidelines and should be used as such. The participants should generate their own list of questions

- What did you see in the voting process that was not right?
- Did the Presiding Officer do anything that was not right?
- Was the way the Presiding Officer set up the polling booth correct?
- After the voting started, was there anything the Presiding Officer did that was not correct?
- Did the Voting Officers do anything that was not right?
- Did any of the Voters do anything that was not right?
- Was there any problem with the way in which Voter #2 voted? What was it? What should have been done?

- Did the incident with Voter #3 in which the Parting Voting Agent contested the identity of the voter proceed correctly?
- Was there any problem with Voter #4? What was it? What should have been done?
- Should Voter #5 have been turned away from the voting station?
- What did you think about the campaigner talking to the voters in the queue? Should the Presiding Officer have allowed it? What should have been done?

Voting Simulation Instructions

Voting Officer #1

Check the registration cards of Voters #1, #2 and #4, and let them proceed. The Party Voting Agent will challenge the identity of Voter #3. Listen to all of the arguments presented by the Party Voting Agent and the voter and then allow the voter to proceed.

Voting Simulation Instructions

Voting Officer #2

Check the voter's card of each of the Voters #1, #2, #3 and #4 and allow them to proceed.

Voting Simulation Instructions

Voting Officer #3

Accredit each of Voters #1, #2 and #3. Forget to accredit Voter #4.

Voting Simulation Instructions

Voting Officer #4

Mark the back side of the voter's card and hand it to each of the Voters #1, #2, #3 and #4.

Voting Simulation Instructions

Voter #1

Your name is D. Hassan. You attempted to use another person's voter's card to get accreditation.

Voting Simulation Instructions

Voter #2

Your name is O. Omole. After passing through the Voter's card check, hand check, and been accredited, you took a nap and missed the voting. You now lodge a complaint and check what happens.

Voting Simulation Instructions
Voter #3

Your name is M. Ikwue. Write it on the back of your simulated ID. Complain to the Presiding Officer about the illegal campaigning. After passing through the voter's card check, Voting Officer #3 does not accredit you. Proceed to line up behind your candidate and vote.

Voting Simulation Instructions
Party Voting Agent

Watch the voting process. When Voter #3 presents his voter's card, object and claim that he does not live in the area in which he has registered.

Voting Simulation Instructions
Illegal Campaigner

Go up to a voter in the queue waiting to vote and try to persuade him or her to vote for your party. Go to another voter and offer free beer if he or she votes for your party. Go to a third voter and tell the voter that if a certain party is elected, she or he will loose her or his job.

THE ROLES OF OBSERVERS/MONITORS

CLARIFYING THE ROLES OF OBSERVERS

- (1) Subject to INEC's Code of Conduct for Election Monitors /Observers, an observer shall have the right to enter any polling or counting booth or the premises where any political meeting is being held to observe the election or counting process or political meeting, as the case may be.
- (2) Access to voting or counting stations by observers shall be limited to a total of three observers at any time per station, subject to the discretion of the presiding or returning officer to increase that limit with respect to a particular station.
- (3) No observer in his or her capacity as such, shall be allowed access to a voting or counting station or premise where a political meeting is being held
 - (a) unless he or she wears the identification apparel issued by the Resident Commissioner
 - (b) If he or she carries, wears or in any manner displays any badge, card or other identification of any organisation, body or party permitted by INEC
- (4) An observer shall return to the Resident Commissioner all identification apparel and any other equipment issued to him or her by INEC within two days after the election period.
- (5) If the Resident Commissioner is satisfied that an observer -
 - (a) has failed to comply with a lawful instruction, direction or order issued by or on behalf of INEC, the Resident Electoral Commissioner; or
 - (b) is publicly biased in favour of a particular registered party; or
 - (c) has hindered or obstructed any electoral officer or voter; or
 - (d) has infringed the Code of Conduct for Observers published by INEC.

he or she may issue a warning to or cancel the registration of that observer after the observer has been afforded the right of a hearing.
- (6) If an observer resigns or if his or her registration is cancelled, the Resident Commissioner shall notify the Presiding Officer concerned of the resignation or cancellation as the case may be.

CLARIFYING THE ROLES AND DUTIES OF MONITORS

Participants should be given the opportunity to discern for themselves the roles of monitors and observers before the roles laid down by INEC are clarified. The role definition for monitors is outlined below:

- 1.1 To observe and report to the Resident Commissioner upon the electoral process, including political meetings, canvassing, advertising and other campaigns at such times and such places as the Resident Commissioner stipulates in accordance with his or her directives and instructions.
- 1.2 To investigate complaints concerning conduct prejudicial to free and fair elections or alleged infringements of the Electoral law, to seek to resolve the complaints directly as between the parties concerned and to report to the Resident Commissioner thereon.
- 1.3 To intervene in disputes with a view to defusing existing or potential conflict, to mediate and, if possible, to resolve or prevent disputes that may arise by negotiation and mutual agreement.
- 1.4 To comply with the provisions of the Independent National Electoral Commission Decree, the regulations promulgated thereunder and the Code of Conduct for Monitors.
- 1.5 To comply and adhere to any lawful directive and instruction of the Resident Commissioner.
- 1.6 To document in full all alleged irregularities observed and reported on by parties and observers and ensuring that such reports are lodged with the Resident Commissioner
- 1.7 To discharge these duties in utmost good faith.

CHAPTER THREE: SOME SCENARIOS FOR MONITORS

As monitors to the election, it will be important to have a basic understanding of how to read the laws that will govern the election. Each piece of legislation - or decree is divided into sections, each section usually deals with only one substantive area, the first sections, each section usually deals with only one substantive area, the first sections of the decree define key terms that are used throughout the decree and that the subsequent sections concern the substance and procedure of the decree and are usually headed with descriptive words. There will be some situations that will arise that you will find there are no answers to in the INEC decree, or to which there appear to be more than one possible solution. In such instance, the decree gives the INEC discretion to deal with such situations. It is pertinent to remember that the INEC decree and in particular the Transition timetable and other guidelines issued by INEC is the guide to the election. In addition to this guide, monitors must exercise common sense, and cooperate with the electoral officials. Your goal is to help insure a free and fair election. This should take 5-10 minutes.

Participants shall be broken into small groups (6-10) and to solve a problem. A period of 30 minutes is allowed for the groups to work on the problems. Facilitators will go to each of the groups to see how they are doing and to answer questions.

Elect a Reporter and a Rappporteur

Report back to the whole group and the participants tell the answers they came up with and facilitate discussion based on the answers. This should take 20-30 minutes.

Problems and suggested answers

1. An illiterate person asks the officials to explain to him/her the queue for Party Y or candidate X. What should happen? *Suggested answer - At least two Party Voting Agents from two separate parties should be present and observe the Presiding officer to ensure impartiality.*
2. It is time for the voting station to open but the ballot papers have not yet arrived. The crowds are beginning to get restless. What would you do? *Suggested answer. - Suggest to the Presiding Officer that she contact the Resident Commissioner because it is the State Office of INEC's duty to supply the voting materials to the Presiding Officers. You also may want to suggest that the restless crowd be informed of the situation.*
3. Some youth set up a refreshment stall outside the door of the voting station and start handing out pamphlets calling on people to vote for party Y. what will you do? *Suggested answer. - The Presiding officer has the power to exclude the operation if the youth are campaigning inside the inner perimeter. You should inform the presiding officer of the situation.*

4. You recognise someone coming in to vote whom you know does not live in that area. What can you do? *Suggested answer - Monitors may raise the matter with the Presiding Officer and request that the person be questioned. Observers should record the incident also noting whether a Party-voting Agent objected.*
5. The Presiding Officer orders you out of the voting station because she says you have been obstructing the voters. Can she do it and what should you do? *Suggested answer. - The decree gives the Presiding officer such powers. However the Presiding Officer cannot exclude observers and monitors from the voting station. The Resident Electoral Commissioner may make rules to make it clear under what; if any, circumstances the presiding officer can exclude and observer/monitor from the voting station.*
6. A physically disabled person comes to vote with a friend who helps him to walk. Can the friend go into the polling booth to help with the process of accreditation? *Suggested answer - Yes, if the Presiding Office is satisfied that the friend is at least 18 years old.*
7. You arrive at the door and are asked to leave by the Security forces. Should you leave? *Suggested answer. - Only the Presiding Officer can exclude someone from the voting station.*
8. A well known political activist arrives to vote and the voting officials does not check his voter's card. What should you do? *Suggested answer - You should inform the Presiding Officer, and watch to see that the procedures are followed, including the voter's card check. You also should record the incident if procedures are not satisfied.*
9. The queue of voters starts getting restless because voting/counting is going slowly? What can you do? *Suggested answer - You should inform the Presiding Officer and suggest that he attempt to talk with the voters about the situation, and if possible, attempt to make the voting/counting more efficient.*
10. After voting an old man tells you he wanted to vote for party Y but he had to vote for party X because he would be fired otherwise. What do you do? *Suggested answer - Inform the presiding officer. Also tell the voter of his right to file a complaint with the INEC.*
11. Violence breaks out right outside the voting station. What should you do? *Suggested answer - Inform the Presiding Officer. Also use the common sense to help protect the people and the voting materials, especially the ballot boxes containing votes already cast*

12. The Presiding Officer cannot get the number of registration cards issued to match the number of people that are accredited to vote. What could have happened and what should you do? *Suggested answer - Any number of things could have happened involving fraud or mistake. Suggest that the Presiding Officer to count again, making sure to take into account unused and spoilt registration cards. Note the problem. Ensure that the Presiding Officer notes the incident and informs the INEC.*

CHAPTER FOUR: REPORTING PROCESSES

The Incident Reporting Form

In small groups, have the participants fill in an Incident Reporting Form together based on the incident in the voting simulation of the illegal campaigner and the response of the Presiding Officer. This should take about 20 minutes.

Thereafter, lead a discussion comparing the different groups' completed forms. Stress that the forms need to be filled out in detail. This should take 10 minutes

Next, explain that all incidents do not necessarily need to be recorded, that the observer must use common sense in deciding which incidents to reporting to the sponsoring organization or INEC. Bring to the attention of the participants the voting station helplist, explaining that some situations should be dealt with on the ground. Caution again, though, that the role of the observer is non-interventionist, whilst the monitor has a certain degree of interventionist power. This should take about 10 minutes.

Next, go through the sample situations discussing with the participants whether the incident should be reported to the sponsoring organization or INEC. This should take about 15 minutes.

Sample Situations and Suggested Answers

- ❖ The Presiding Officer allows campaigning by party ABC at the voting station, but stops campaigning by party DEF. *(Suggested answer -Yes the presiding officer should allow Party DEF to campaign only after Party ABC has finished campaigning.)*
- ❖ The Polling Clerk that is supposed to be checking the identification of voters, inadvertently allows one voter to pass through without the check *(Suggested answer - No, but you should inform the Presiding Officer)*
- ❖ Students do not allow party DEF to campaign on their campus *(Suggested answer – Yes the Students have the right to refuse any campaigning in the campus)*
- ❖ Several of your fellow church members tell you that youngsters have been coming around the community telling them that if they did not vote for party ABC, they would be in trouble *(Suggested answer - Yes the presiding officer must ensure impartiality during voting.)*
- ❖ You are observing a voters education program advertised as non-partisan and the teacher tells the participants to vote for party DEF *(suggested answer -Yes if the*

program is sponsored by party DEF.)

- ❖ Your neighbour tells you that his boss told him that if he did not vote for party MNO that he would be fired (*suggested answer - Yes he should not sell his conscience or vote under duress or influence*)
- ❖ A party agent objects to the counting of particular registration cards, and the Returning Officer does not mark them disputed (*Suggested answer - Yes, the objection is valid if it is persistent*)
- ❖ The Returning Officer refuses to report alleged irregularities noted by party agents from ABC Party (*Suggested answer - Yes, if it is trivial.*)

STEPS YOU SHOULD TAKE TO DEAL WITH DIFFICULTIES	
1.	Try to resolve the issue with the elector or person involved
2.	Take the matter to the Presiding Officer
3.	If, as a monitor, you are dissatisfied with the Presiding Officers response and the matter is serious then inform the Presiding Officer you are going to take the matter further
4.	Consider whether the Resident Electoral Commissioner for the State in question should be contacted immediately
5.	Prepare an incident report form

The following help list should also be useful in deciding what to do in different situations.

Voting Day Helplist

COMPLAINT	INFORM/GET HELP FROM
<p>❖ Problems At the Voting Station</p> <p>Problems with Polling Clerks Problems with Party Agents Problems with Supply of Voting Materials Problems with security of ballot boxes</p> <p>Problems with Presiding Officer</p> <p>Problems with INEC Monitors</p>	<p>Presiding Officer</p> <p>State/Local Resident Electoral Commission Presiding Officer</p>
<p>❖ Problems Outside the Voting Station</p> <p>Problems with Security Forces</p> <p>Problems with voters getting to voting stations Interference with transport Cheating and Bribery Intimidation and Violence</p>	<p>Divisional Police Officer/Officer-in-Charge Inspector</p> <p>Party Agents</p> <p>Party Agents Security Forces/Resident Electoral Commissioner</p>
<p>❖ Disruptions at the voting Station</p> <p>Threatened bomb attacks Riots and violence False rumours about dangers at the voting station</p>	<p>Divisional Police Officer/State Resident Electoral Commissioner</p>
<p>❖ Problems After Voting</p> <p>Party agents are not given signed copies of the result at the polling station</p>	<p>Presiding Officer / Returning Officer State/Local Resident Electoral Commission</p>

Checklist for Voting Station Monitoring

WHO WAS PRESENT?

- Were the necessary staff present throughout the voting process?
- Did they behave correctly during voting?
- Were there any unauthorised people present?

WERE THE VOTING STATIONS READY FOR VOTERS?

- Were all the arrangements for the voting station in order?
- Were all the materials available at the start and throughout the voting period?
- Was the voting station accessible to all voters?

DID VOTING RUN SMOOTHLY?

- Were the voters' registration cards checked before accreditation?
- How smooth was the accreditation process?
- How smooth was the voting and counting process?

WERE THERE ANY DELAYS?

- Did voting begin and end on time?
- Were there any disruptions?
- Were there any unnecessary delays?
- How was voting affected by any delays?

WAS ANYBODY DISCOURAGED FROM VOTING?

- Did any voter get blocked from the voting station and by whom was this done?
- Did anyone who should have been allowed into the station get blocked or rejected?
- Was there any form of intimidation?
- Was any voter being influenced by bribery, party propaganda, or official bias?

WHAT ELSE WAS INTERESTING OR PROBLEMATIC?

- What did you see that could be changed in future elections?
- Were there particular groups (women, elderly, youth) who voted in larger or smaller numbers than expected?
- Did voters know what they were doing, how the voting period was arranged, and where to go?

STANDARD POST ELECTION REPORTING FORM

Name of Monitor/Observer:

Voting Station:

ALL QUESTIONS EXCEPT THE LAST TWO SECTIONS SHOULD BE ANSWERED AS YES OR NO.

IF YOU HAVE ANSWERED NO TO ANY OF THE QUESTIONS AND THE INCIDENTS WERE SERIOUS AN INCIDENT REPORT FORM SHOULD HAVE BEEN CONSIDERED.

WHO WAS PRESENT?

- Were the necessary staff present throughout the voting process?
- Did they behave correctly during voting?
- Were there any unauthorised people present?

WERE THE VOTING STATIONS READY FOR VOTERS?

- Were all the arrangements for the voting station in order?
- Were all the materials available at the start and throughout the voting period?
- Was the voting station accessible to all voters?

DID VOTING RUN SMOOTHLY?

- Were the voters' registration cards properly checked?
- Was the accreditation process smooth?
- Did every voter perform his civic responsibility?

WERE THERE ANY DELAYS?

- Did voting begin and end on time?
- Were there any disruptions?
- Were there any unnecessary delays?
- How was voting affected by any delays?

WAS ANYBODY DISCOURAGED FROM VOTING?

- Did any voter get blocked from the voting station and by whom was this done?
- Did anyone who should have been allowed into the station get blocked or rejected?
- Was there any form of intimidation?
- Was any voter being influenced by bribery, party propaganda, or official bias?

DID YOU REPORT ANY INCIDENTS? Give brief details

WHAT ELSE WAS INTERESTING OR PROBLEMATIC?

- What did you see that could be changed in future elections?
- Were there particular groups (women, elderly, youth) who voted in larger or smaller numbers than expected?
- Did voters know what they were doing, how the voting period was arranged, and where to go?

PART B - CODE OF CONDUCT FOR ELECTION MONITORS

CHAPTER FIVE: DO'S / DONTS' FOR MONITORS

Trainers should begin by eliciting some understanding of what a CODE OF CONDUCT is and the likely contents of such a CODE for election monitors.

Next, participants will discuss about personal safety and be introduced to the list of safety tips in the handbook. Participants would also be informed about what to bring along to the voting station and introduce the preparation list also found in the handbook.

Example of an Electoral code of Conduct

- Publicly condemn violence and intimidation
- Do not engage in violence or intimidation
- Do not allow weapons to be displayed at political activities
- Do not publish or repeat defamatory allegations about opponents
- Co-operate with other political parties in scheduling political activities.
- Do not impede access to eligible voters by political opponents
- Do not destroy or remove other political parties' campaign materials
- Do not plagiarise other political parties' names or symbols
- Do not bribe eligible voters in respect of the election campaign or voting
- Do not abuse positions of power, influence, or privilege in respect of the election campaign or voting
- Do not discriminate on the basis of race, sex, ethnicity, class, gender, or religion.
- Facilitate the equal participation of women
- Accept the role of the INEC as established in the electoral legislation and implement its decisions and directives
- Participate in all meetings held by the INEC and facilitate communication with the INEC
- Facilitate access to political activities by INEC officials
- Co-operate with INEC investigations of alleged violations
- Promote voter education and reassure voters of the open modified ballot and the impartiality of the INEC
- Accept the outcome of the election as declared by the INEC

EXAMPLE CODE OF CONDUCT FOR MONITORS AND OBSERVERS

PRELIMINARY

1. This code shall be binding upon all observers registered with the Commission
2. The object of this code shall be to ensure that the activities of the observers are facilitated by the Commission, conducted with integrity, and contribute to public confidence in the electoral process.

THE CODE

All registered observers undertake that their observer activities throughout the election period shall be conducted in accordance with the following principles, viz.:

- (a) Observers shall maintain strict impartiality in the conduct of their duties, and shall at no time indicate or express any bias, or preference with reference to any registered party or nominated candidate.
- (b) Observers shall when so requested immediately identify themselves to any interested person, and shall, during the conduct of their activities, at all times carry, wear or otherwise prominently display the prescribed identification badges or cards issued by the Commission to registered observers and their vehicles.
- (c) Observers shall refrain from carrying, wearing and displaying any electoral material or any other article of clothing, emblem, colours, badges or other item denoting support for or opposition to any party or candidate, or with reference to any of the issues in contention in the elections.
- (d) Observers shall refrain from the carrying or displaying of arms during the conduct of their observer duties.
- (e) Observers shall ensure that their conduct strictly conforms to the laws and regulations, including the electoral code of conduct pertaining to the elections, and they shall both acknowledge the overall authority, and abide by the decision of the Commission, and its sub-structures, in relation to their conduct as observers.
- (f) Observers shall immediately comply with any direction issued by or under the authority of the Commission with reference to the elections including any request to leave or refrain from entering a particular area or venue, or to depart from a voting or counting station, or any specified area thereof.

- (g) Observers shall take all reasonable steps to ensure that any material, information or reports which they receive and any event, occurrence, of statement of which they may be notified or which they may have directly experienced or observed, which indicate the possible commission of an offence of infringement of the electoral code of conduct or of this code, including allegations involving dishonesty, corruption, intimidation or violence, are brought to the attention of the Resident Commissioner or the Commission's other designated representatives, in the first instance, and at the earliest possible opportunity. Save as provide herein, Observers shall refrain from intervening to address such commission or infringement.
- (h) Observers shall refrain from giving direct or indirect assistance to any party in connection with the elections, and on polling day (s) they shall specifically refrain from communicating with voters, with a view to influencing them how to vote, or attempting to establish how they have voted, or in any other manner interfering with the secrecy and orderly conduct of the voting and counting process.
- (i) Observers shall whenever so requested by or on behalf of the Commission, attend special observer briefings, training workshops and other meetings convened in order to co-ordinate their activities, convey relevant information, impart skills, and with a view generally to promote the effective deployment of resources and the conduct of free and fair elections.
- (j) Subject to the duty to report all relevant matters to the Commission and their respective observer organisations, all observers shall maintain due secrecy with reference to any matters affecting voting and counting, in respect of which the disclosure of information would constitute an offence in terms of the INEC Decree.

CODE OF CONDUCT FOR MONITORS

- (a) This code shall be binding upon all monitors registered by INEC
- (b) The object of this code shall be to ensure that the activities of monitors are co-ordinated by the commission, conducted with integrity and contribute to public confidence in the electoral process.
- (c) All appointed monitors shall undertake that their activities throughout the election period shall be conducted in accordance with the following principles:
 - (i) monitors shall maintain strict impartiality in the conduct of their duties and shall at no times indicate or express any bias or preference with reference to any registered party or nominated candidates;
 - (ii) monitors shall when so requested immediately identify themselves to any interested person and shall during the conduct of their activities at all times carry, wear of

otherwise prominently display the prescribed identification badges or cards issued by the Commission to appointed monitors and their vehicles;

- (iii) monitors shall refrain from carrying, wearing and displaying electoral material or any article of clothing, emblem, colours, badges or other items denoting support for or opposition to any party or candidate or any of the issues in contention in the elections;
- (iv) monitors shall refrain from carrying or displaying of arms during the conduct of their duties or while wearing the insignia issued by INEC;
- (v) monitors shall ensure that their conduct strictly conforms to the INEC decree, the regulations promulgated thereunder, the Electoral Code of Conduct, the directives of INEC, and lawful instructions of the resident electoral commissioner, and any person acting on his behalf;
- (vi) monitors acknowledge the overall authority and abide by the decisions of the Commission and its substructures in relation to their conduct as monitors;
- (vii) monitors shall immediately comply with any direction issued by or under the authority of the State Commission Office of the INEC, with reference to the election, including any request to leave or refrain from entering a particular area or venue or to depart from a voting or counting station, or any specified area thereof;
- (viii) monitors shall ensure that any material information or reports which they receive and any event, occurrence or statement of which they have been notified or which indicate the possible commission of an offence or infringement of the INEC decree, including allegations involving dishonesty, corruption, intimidation or violence, are brought to the attention of the Resident Commissioner or the Commission's designated representatives;
- (ix) monitors shall refrain from giving direct or indirect assistance to any party in connection with the elections, and on polling day so they shall specifically refrain from communicating with voters, with a view to influencing them as to how they vote, or attempting to establish how they have voted, or in any other way interfering with the secrecy and orderly conduct of the voting and counting process.
- (x) monitors shall whenever so requested by or on behalf of the Commission attend special briefings, training workshops and other meetings convened in order to coordinate their activities, convey relevant information, impart skills, and with a view generally to promote the effective deployment of resources and the conduct of free and fair election;

- (xi) Subject to the duty to report all relevant matters to the Commission, all monitors shall maintain due secrecy with reference to any matters affecting voting and counting, in respect of which the disclosure of information would constitute an offence in terms of the INEC decree.
- (xii) monitors shall be refrained from making any public statement in respect of any matter which has a bearing on the elections.

PREPARATION FOR THE D-DAY

Preparation for Voting Day

Effective preparation can help you be a better observer. Below are some tips on what you should take with you on voting day. In addition, plan to show up at a voting station more than one hour before is scheduled to begin. And wear comfortable shoes and clothing.

THINGS TO REMEMBER ON VOTING DAYS

- Identification, including any official identification as a registered observer.
- Don't be late - Arrive an hour before the time!
- Introduce yourself to the Presiding Officer
- Wear your INEC identification
- Bring your Election Observer and Monitor handbook
- Have Incident Reporting forms handy
- Bring a Notebook and Pens.
- Map of the area with locations of Voting Stations marked.
- Something to eat and drink
- Torch or candles, especially in rural areas.
- Telephone numbers of sponsoring organization and of the State Commissioner's Office of the INEC.
- Phone cards and extra change for telephone calls.
- Transport and extra petrol.

SAFETY TIPS FOR ELECTION MONITORS

Difficult situations are likely to come up during the course of monitoring in your area. The rule of the game is that if your safety is threatened, you should leave the site immediately. Your safety and your ability to provide credible reporting of incidents are of greater concern than maintaining a presence in a situation that has deteriorated beyond control. There may be occasions, however, when your presence may prove a moderating influence. Observers and monitors should keep the following tips in mind to lessen the possibility that they could become victims of violence. They are not hard and fast rules, but monitors must be safety conscious at all times.

- Pay attention to all that happens around you
- Evaluate the security situation of the place before polling begins
- Do not take sides in disputes, listen sympathetically to all sides
- Be friendly to all
- Do not carry weapons
- Do not wear political insignia
- Do not get emotional or overtly excited
- Do not get carried away, e.g. singing with party members
- Do not carry photographic or audio or video recording equipment
- Do not be afraid to withdraw if a situation becomes untenable or unbearable
- Report any threat to security to the nearest law enforcement agents
- Do not expose yourself to unnecessary danger and be vigilant
- Do not endanger the lives of others
- Do not risk your life
- Depart from the polling areas as soon as voting is completed
- Depart from the counting/collation area as soon as results are announced
- Always let somebody close to you know your itinerary on the Election Day

- Do not try to intervene in disputes; leave that to the proper INEC officials
- If a dispute or violent situation arises, alert the nearest appropriate INEC official or Security officer
- Do not interfere with the functions of INEC officials or Security forces in difficult situations

CHAPTER SIX: TERMS OF EMPLOYMENT FOR MONITORS

Monitors are employees of the INEC and as such must work within certain terms of employment. Outlined below are the important terms and conditions of employment as well as sample forms for the claiming of payment and expenditure.

NB: these terms and conditions must be seen in the light of the roles and duties of monitors outlined in CHAPTER TWO above.

Remuneration

Remuneration shall be paid for the number of hours worked at the following rates of pay:

Weekdays between the hours of 06:00 and 18:00 =N= per hour

Weeknights between the hours of 18:00 and 06:00 =N= per hour

Weekends/public holidays: =N=per hour

Claim forms recording the number of hours worked and the required details of the monitoring performed shall be lodged with the on a weekly/monthly basis.

Payment shall be effected within Days of the submission of a duly completed claim form.

Expenses

The expenditure incurred by the monitor arising from any instruction, order or direction by or on behalf of the Commission, the Resident Commissioner or an electoral officer shall be reimbursed upon the submission of a duly completed claim form, and after the approval of such expenditure by the Resident Electoral Commissioner.

Any other expenditure arising out of the course of employment as a monitor shall only be reimbursed if authorised by the Resident Electoral Commissioner.

Termination and Cancellation

Either party may terminate this contract of employment on 24 hours' written notice, provided that, on good grounds, the contract may be terminated summarily by either party.

Any dispute concerning the termination of this contract including the unfair termination thereof shall be determined by INEC and the decision of INEC shall be final and binding.

THE FOLLOWING FORMS WILL BE MADE AVAILABLE BY INEC

- CLAIM FORMS FOR EXPENSES AND PAYMENT
- EMPLOYMENT CONTRACTS FOR MONITORS

CHAPTER SEVEN: MONITORING THE COUNTING

This section is to be added as an optional section for those who will be involved in ensuring that the counting is free and fair.

There are three stages of keeping track of the ballot papers and finally counting the vote, done by secret ballot, at the voting station, before delivery to the counting station, and at counting station. These procedures are outlined below.

Stage one: At the voting station

At the end of the day of voting, after the voting station closes, the Presiding Officer must deliver the following materials separately.

- All ballot boxes used in voting (The ballot boxes must remain unopened.)
- A packet of unused ballot papers
- A packet of spoilt ballot papers that have been cancelled by the Presiding officer
- A packet of the counterfoils of the used and spoilt ballot papers

The Presiding Officer then must mark and deliver all sealed ballot boxes and packets to the Returning officer with a statement indicating

- The total number of ballot papers issued to the voting station
- The number of ballot papers issued to voters, and
- The number of ballot papers not issued to voters.

Stage two: Before delivery to the counting station

After receiving the sealed ballot boxes and packets from the Presiding Officers, the Assistant Returning officer shall place his or her seal on the ballot boxes and packets. Then the Assistant Returning Officer must provide a statement to the Returning officer accounting for all ballot papers delivered to him or her. It is the responsibility of the Returning officer to safe keep the ballot boxes and packets until delivery to the counting station.

Stage three: At the counting station

After delivery of the voting materials to the counting stations, there are distinct procedures that should be followed in order.

1. The Returning Officer must examine the seals of the ballot boxes and packets.
2. The Returning officer must verify the Presiding Officer's statements, simultaneously, the Returning Officer must insure that all used ballot papers bear the official mark. Irregularities must be recorded and reported to the Resident Commissioner of the State Commissioner's office of the INEC.

COUNTING OF THE VOTES

- I. The Returning officer must make sure the ballot papers are sorted and counted with regard to votes for each political party or Independent candidates.
 - a. Ballot papers must not be counted and must be marked "rejected" if
 - More than one party is marked
 - It is impossible to tell which party is voted for,
 - The ballot paper does not bear an official mark on the back, or
 - The Returning officer has reasonable grounds to believe that the ballot paper was not officially issued.
 - b. If the acceptance or rejection of a ballot paper is disputed by a party voting agent, the Returning Officer marks the ballot "disputed" and keeps such ballot papers separately.
2. The Returning Officer must communicate the vote tally to the party-voting agents and give the party voting agents an opportunity to object to the tally. If no objection is made, the party voting agents will be required to sign the tally, if an objection is made, the Returning officer shall determine whether a recount is appropriate. An appeal can be lodged with the INEC. In addition, before the determination of the result, party-voting agents can bring any irregularities to the determination of the result, party-voting agents can bring any irregularities to the attention of the Returning Officer. All allegations of irregularities by party voting agents and determinations by Returning Officers shall be reported to the State Commissioner's Office of the INEC.
3. Next, the Returning Officer shall enclose in separate packets and seal
 - Counted ballot papers,
 - Rejected ballot papers,

- Disputed accepted ballot papers, and
 - Disputed rejected ballot papers.
4. The Returning Officer shall take the packets prepared after the counting of the votes, together with the packets previously prepared by the Presiding Officers (of unused ballot papers, of spoilt ballot papers that have been cancelled by the Presiding officer, and of the counterfoils of the used and spoilt ballot papers) and deliver the sealed packets to the Resident Electoral Commissioner, of the number of votes recorded for each registered party. Thereafter, the Resident Commissioner shall examine the seals of the Returning Officer to insure that they are intact.

CHAPTER EIGHT: ELECTION CAMPAIGN MONITORING

The Transition Programme and related electoral decrees has already been introduced to participants. A brief interactive recap would be helpful. You should definitely stress the bold type and perhaps answer questions for most of the time. You may want to write the one page summary of the Programme on newsprint or show it on an overhead projector, noting that it is included in the handbook. This should take 15 - 20 minutes.

Next, ask the participants to brainstorm things that they can do to monitor and observe the election between now and voting day.

SUMMARY: ELECTORAL CODE OF CONDUCT AND RELATED LEGISLATION

INEC has come up with a Programme which includes in it an Electoral Code of Conduct applicable to all registered parties, and candidates, leaders, officers, members, and supporters of political parties. The Programme has a set of guidelines to be followed by political parties to help insure that the election is free and fair - that all eligible voters have an opportunity to vote for whom they want without threat of reprisal and every party contesting the election has the opportunity to canvass eligible voters for support. Your job as an observer and a monitor is to observe and monitor that the Programme and related decrees are being followed. The Programme places an affirmative duty on the political parties to support and engage in activities that are conducive to a free and fair election, including accepting the outcome of the election. It also places a duty on the political parties not to engage in certain activities that would be detrimental to a free and fair election, including violence and intimidation.

If you believe the Programme and code announced by INEC have been violated or an offence committed, you should file an official allegation with the State Commissioner's Office of the INEC. The Resident Commissioner will determine whether the code has been violated or an offence has been committed, and if so, refer the matter for trial by the appropriate electoral tribunal. The Resident Commissioner also may refer matters on his or her own accord.

INEC Decree and other applicable electoral laws also sets out criminal offences applicable to all persons. The provisions of the decree also stipulates that any member of the Commission may at any time be removed from Office by the Head of State in accordance with relevant statutes. However, any member may also be removed from Office by the Head of State for inability to discharge the functions of his Office - whether arising from infirmity of mind or otherwise- or for any misconduct contrary to the provisions of INEC. The offences include:

- ◆ unduly influencing a voter or voters with respect to the election campaign or voting,
- ◆ making or accepting bribes with respect to the election campaign or voting,
- ◆ impersonating an eligible voter or attempting to vote more than once,

- ◆ interfering with or counterfeiting election materials,
- ◆ disobeying directions of the INEC or election officials, and
- ◆ printing or making false statements that disrupt the election.

Suggestions for Monitoring the Election Campaign

What occurs during the election campaign will have a major influence on whether the election will be free and fair. If parties are not allowed to campaign freely, if voters do not receive eligibility documents, if violence and intimidation characterize the campaign period, if voter education does not reach voters, and most significantly, if voters do not have the opportunity to vote for whom they want without the threat, either real or perceived, of reprisal, then the outcome of the election will be adversely affected. Below are some ideas of what monitors can do during the election campaign to assist in insuring a free and fair election. Incident reporting forms, introduced in connection with the voting day discussion, can be utilized for monitoring the election campaign.

* Attend political events (meetings, rallies, marches, demonstrations, etc.)

- ◆ Was access denied to a political party/Independent candidate(s)?
- ◆ Was the conduct of security forces appropriate?
- ◆ Was political intimidation present?
- ◆ Was information disseminated accurate?
- ◆ Was there violence?
- ◆ Were women present?

* Attend voter education program.

- Was information given accurately?
- If advertised as non-partisan, was the program non-partisan?
- Did voters learn how to vote?
- Did voters learn about democracy?

* Read, watch, and listen to media (Newspapers, TV, radio, etc.).

- Were defamatory allegations made?
- Was broadcast news programming equitable to all political parties involved?
- Did advertisements identify the source of the advertisement?

* Watch to see if political posters are being defaced or stolen.

- * Informally canvass eligible voters.
- Do voters have acceptable identity documents?
- Do voters know how to vote and what they will be voting for?
- Do voters feel threatened to vote, not to vote, or to vote for a particular party?
- Are voters aware of no-go areas for certain political parties?
- * Recruit volunteers for election monitors and voter education.

The following checklist may be helpful in working out how to deal with problems encountered in campaigns monitoring:

Campaign Helplist

COMPLAINT

INFORM/GET HELP FROM

- ◆ Interference with voters' rights

Bribery of voters
 Intimidation of voters
 Threats to voters

Presiding Officers
 Security Forces
 Security Forces

- ◆ Prevention of access to voters or facilities

Campaigning not allowed in an area
 Parties not allowed to use venues

State Resident Commissioner/
 designated representative)
 State Police Commissioner/
 designated representative)

- ◆ Interference with party campaigns

Disruption of party events (rallies, meetings, etc.)

State Resident
 Commissioner/designated
 representative)

Defacing or theft of posters
 Commissioner/designate representative
 Misinformation about parties

State Police

 State Resident
 Commissioner/designated
 representative

- ◆ Violence

Attacks on party campaigners

State Police Commissioner/designated representative

Attacks on community members

State Police Commissioner/
designated representative

Violence by Security Forces

State Police Commissioner/
designated representative

LOCAL MEDIA The local media---television, radio, newspapers and magazines (like some NGOs and research institution)--also monitor elections. In addition to reporting on the election campaign and election results, the media investigate allegations of abuse, conduct pre-election polls, and establish mechanisms for quickly projecting and announcing election results. In the situation where the government owns or strictly controls major media outlets, the voters and opposition parties may perceive the media as biased. In other circumstances, the media refuse to dispense relevant information regarding the conduct of an election.

PART C – CONFLICT RESOLUTIONS STRATEGIES

CHAPTER NINE: IDENTIFYING SCENARIOS

Participants will be asked to identify the kind of scenarios that are likely to require crisis intervention. Some scenarios are provided in order to simulate thinking.

CASE STUDIES/SCENARIOS FOR ELECTION MONITORS

F. Ahmed is a monitor at voting station H. Yarinya notices party agent A attempting to bribe a voter. She/he decides to approach him. What should she/he say and do?

Pekun, a duly accredited observer, has been instructed to report any problems to the Presiding Officer. An illiterate voter has asked Pekun to assist him with voting. When Pekun approaches the Presiding Officer, he starts swearing at her, telling her to get out of the inner perimeter at once and on no account is she to enter the designated area. Pekun approaches you as an independent monitor to intervene. How would you handle this matter?

When Okonkwo arrives at the polling station, he notices Eyo, an observer, chatting to a group of enthusiastic voters. Chike is wearing a T-shirt and cap which has slogans of political party XYZ all over it. As Okonkwo approaches the group, he can hear Chike telling them that XYZ is the best party and that they should all vote for it. How do you handle this situation?

You notice that the line of voters is getting very restless. All of a sudden, a group of youths start pushing people over, trying to get to the front of the queue. Some people actually fall to the ground in the flurry. Commotion breaks out. You run to the scene.

An angry voter comes up to you and complains that while she was voting, she watched how the Presiding Officer treated any question from a voter with impatience and rudeness: a physically disabled voter had asked for the Presiding Officer's assistance and he made her wait 30 minutes and then insulted her because she had difficulty walking. You have been hearing these complaints the whole morning. How should you handle this situation?

Some youth set up a refreshment stall outside the door of the voting station and start handing out pamphlets calling on people to vote for Party Y. A party agent from Party Z approaches you and requests that you intervene. He informs you that if you do not have the youth removed, he will notify his supporters who will forcefully remove the youth. You realise that this can turn out to be an explosive situation. How should you handle this situation?

CHAPTER TEN: CRISIS INTERVENTION

What is Crisis Intervention: Participants can discuss this amongst themselves in small group after consideration of the scenarios identifies in Chapter nine. (See page 51)

CRISIS INTERVENTION

Consider the following questions in small groups. The points which follow the questions are to stimulate your thinking.

- O Should you intervene?
 - Consider your options carefully
 - Beware of your own biases
 - Beware of overreacting
 - Take a break
 - Be patient
 - Allow someone else to facilitate

- O What is your role in intervening?
 - Check out your own perceptions with the group to solicit insight
 - Can deal with issue on content level (issue that is the subject of the disagreement) or process level (way in which disagreeing parties are behaving)
 - Remain objective
 - Clarify
 - Summarize
 - Do not become party to the conflict
 - If you feel you are biased, ask someone else to facilitate
 - Allow parties to express their feelings, but don't get lost in them

Aims and Objectives of the training workshops

According to the United Nations, the general reasons for election assistance are:

- ✓ Confidence building in the population via civil education
- ✓ Encouragement of development of fair election laws
- ✓ Reduction of levels of violence and intimidation
- ✓ Facilitating of dispute resolution
- ✓ Deterrence of fraud on election day(s)
- ✓ Detection and denunciation of fraud on election day
- ✓ Encouragement of acceptance of election results
- ✓ Reporting on the overall fairness of the process.

Deriving from the above, the overall aim of the TOT workshops is to examine the theory and practice of election monitoring/observation in order to enhance the awareness of participants (representatives of civil society including political parties, NGOs, community based groups etc.) concerning the challenges of election monitoring/observation in Africa. They are also aimed at ensuring that the forthcoming elections are free, fair and transparent in order to meet the expectations of a highly sceptical Nigerian electorate.

The more specific objectives are:

- ❖ To expose participants to actively be involved in discussion of the most recent concepts, principles and tools regarding democratic, transparent, free and fair election with emphasis given to the role of government, political parties, civil society and the international community. To train them as Trainers.
- ❖ To discuss electioneer doctrine and procedures in order to develop a common understanding of the nature and scope of elections.
- ❖ To assess the political, social and economic environment, within which elections are likely to be conducted, in order to expose the complexity of problems underlying contemporary elections in Nigeria and Africa.
- ❖ To establish an environment that makes for a free and fair voting day. The presence of independent monitors would reassure the voting population.
- ❖ To continuously seek advice and inputs from participants at the various national training courses on how the content and direction of the training programme at any time best can serve district, state, national and sub-regional requirements.

CHAPTER ELEVEN: BASIC COMMUNICATION SKILLS

Trainers may wish to ask the group to identify and illustrate some of the major issues, which affect good communication. The following questions may stimulate discussions:

1. What makes communication difficult? Give examples from your experience?
2. What makes communication easier? Give examples from your own experience?
3. What makes it difficult for people to communicate in conflict situations?
4. How would you suggest these difficulties can be overcome?

SOME ISSUES IN COMMUNICATIONS:

These skills are best transferred using role play or similar situations in which participants are able to actually practice the skills which are being highlighted. The scenarios identified in SECTION ONE provides a useful base upon which to develop role-plays and hypothetical situations. It is suggested that participants work in teams, which allows for people to alternate between participation in the role-play and monitoring and evaluating.

EMPATHETIC LISTENING

Listening actively with understanding

PARAPHRASING

Listening and restating in your own words what another person has said.

COMMUNICATING OPENNES AND ELICITING INFORMATION

Being open to hearing the perceptions and needs of others, even if you disagree with what they are saying

REFRAMING

Shifting the focus from positions onto interests; encouraging flexibility; expressing something in a different way.

DEALING WITH THREATS AND ANGER

How to deal with anger and threats from the other side as well as your own anger in the most effective and appropriate way.

EMPHATIC LISTENING

WHAT ARE THE BENEFITS OF EMPATHETIC LISTENING?

- ❑ You can hear what the other person's point of view actually is and can therefore deal more creatively with the problem.
- ❑ Allowing someone to talk may clarify their own thinking about the subject.
- ❑ It can reduce tension and conflict. It gives the other side a chance to get their problems or viewpoints off their chests, clearing the air of tension and hostility.
- ❑ Having given the time to listen to their side of the story, you can then claim equal time that they can now hear your side of the story.
- ❑ It encourages cooperation. When people feel you are really interested in them and their problems, thoughts and opinions they respect you and might cooperate with you more easily.
- ❑ It promotes communication. Often communication breaks down because neither party has learned to listen actively. Skillful listening has solved many communication problems.
- ❑ It develops an active mind. Real listening is "active". Listeners are continually trying to understand the feelings behind the words of the speaker, keeping the mind active and attentive.
- ❑ It helps negotiation and mediation.

HOW TO LISTEN EMPATHETICALLY

Once participants have had the opportunity to practice listening to each other the following guidelines will prove useful.

- Be alert and non-distracted.
- Be interested in the other person's needs. Listen with understanding. (This does not mean that you necessarily agree with what is being said).
- Some guidelines:
 - Be a sounding board
 - Be non-judgmental, non-criticizing (there is time for this later).
 - Don't ask a lot of questions - Don't "grill"
 - Don't use stock phrases like: "it's not that bad";
"Skillful making a mountain into a molehill"
 - Don't get emotionally hooked. Don't get angry, upset or argumentative, be friendly.
 - Don't jump to conclusions, or make judgments at this stage.
- Indicate you are listening by:
 - Giving encouraging, non-committal acknowledgment
("Ya", "Mmm," "uh Huh," "I see,")
 - Giving non-verbal acknowledgments that you are hearing e.g. Nodding
 - Inviting more ("Tell me more", or "I'd like to hear about it ")
- Ground Rules
 - Don't interrupt
 - Don't change subject or move in a new direction
 - Don't rehearse what you are going to say in your own head
 - Don't interrogate
 - Don't teach
 - Don't give advice
 - Do: Reflect back to the sender what you observe and how you believe the speaker feels

PARAPHRASING

WHAT IS IT?

"Paraphrasing" is re-stating in your own words what another person has said.

WHY IS IT USEFUL?

Paraphrasing lets the other person know you are trying to understand what he or she, or they are saying. It facilitates good communication and helps to elicit more information.

EXAMPLES:

"So the way you see it ... "

"You felt I was being unfair to you when..."

"Let me make sure I'm understanding you. You're saying..."

HOW TO PARAPHRASE:

- Keep the focus on the one you're paraphrasing. "So you felt ...,"
 - Do not evaluate or judge
 - Restate in your own words, don't simply parrot the speaker.
 - Be brief and condensed
 - Paraphrase either the content, feeling, or both
- e.g. Content: "Your wife locked you out of the house and you had to spend the night in the car."
- e.g. Feeling: "You're really feeling discouraged about things."
- e.g. Both: "So you had an argument with your wife, spent the night in the car and you feel hopeless about things getting any better."

Allow participants to practice paraphrasing using hypothetical scenarios.

COMMUNICATING OPENNESS AND ELICITING INFORMATION

WHAT IS IT?

Communicating openness may be described as being open to hearing the perceptions and needs of others, even if you disagree with them.

WHY IS IT USEFUL?

To avoid the situation where both parties are concerned only with their own positions. To elicit as much information as possible from both sides in order to make way for expanding rather than narrowing the options to resolve the problem.

HOW DO YOU DO IT?

- This can only be done through asking as many open questions as possible such as "What?" "When?" and "How?" questions.
- Don't assume you know exactly what the other side means.
- Do not make others defensive by abruptly disapproving or contradicting their statements.
- Resist the temptation to gain the upper hand by showing up weaknesses in the other person's point of view instead, use open-ended, non-threatening questions that move the discussion forward.
- Non-threatening questions may bring out new information which enables you to better understand the other party's point of view and the reasons behind it. This allows you to build on an unacceptable position and create a mutually agreeable one.

EXAMPLES:

"I'm not sure I understand your idea, tell me more..."

"How would that work..."

"Spell that out further..."

"Tell me what you have in mind..."

"Give me a specific example ... "

REMEMBER THAT PEOPLE HARDLY EVER CHANGE THEIR MINDS BY BEING ASKED OR TOLD TO DO SO.

FOCUSING ON INTEREST

Understanding Positions vs. Interest

1. Positions: If people are in conflict they would naturally think and talk in positions. Positions are statements or demands framed as solutions. Example: "I am not moving! You cannot tell me what to do!"
2. Interests: Beneath all positions lies the interest of the parties. Interests extend beyond positions and encompass such things as needs, concerns, expectation and hopes.
3. The role of the monitor/intervenor: The function of the monitor/intervenor is to direct the focus away from positions and try to explore the interests. Focusing on the interest can help parties to move from competition to cooperation.

Try to discern the positions and interests of the various players in the role-play situations you have been using. What are the positions? What are the interests?

Strategies for exploring Interests

- Reframe locked-in positions as interests (e.g. "I am not moving!" becomes "You don't perceive your presence to be a disturbance and therefore will not move.")
- Ask why a particular demand is being made, to draw out the underlying interest(e.g. "Help me understand why you view this as so important")
- Point out similar interests (e.g. "As monitors you are both concerned with...")
- Generate options (e.g. "What do you think can be done to solve this problem?")

WHAT IS CONFLICT?

CONFLICT is the competition for

- power
- resources
- prestige or the
- collation of ideas

This is normal to all human societies

HOW AND WHY TO USE REFRAMING

USES OF REFRAMING CONFLICT:

Reframing a situation can help parties to:

- move from positional bargaining to interest bargaining
- keep parties flexible
- remain emotionally stable in the face of potential conflict

HOW TO REFRAME A CONFLICT ISSUE

- change the wording in the message. Paraphrasing without losing the essential meaning of the message can tone down the adversarial nature of a message.
- redefine something that is perceived as negative in positive terms (e.g. instead of seeing two parties as opposing each other, their positions can be reframed as demonstrating a great concern for their circumstances).
- use simple language that assumes that the issue can be resolved; "How can we ...", "once we have done this ..."
- make sure that the definition is concrete and addresses the real issues at hand.
- divide large overwhelming issues into smaller, simpler problems.
- frame issues as joint problems.

Attempt to reframe the conflict situations that have arisen in your role plays.

DEALING WITH THREATS AND ANGER

Individually, then in pairs, answer the following questions:

In what ways do you deal with the following in the negotiating context:

- your own anger?
- the anger of others?

DEALING WITH YOUR OWN ANGER

- Recognize the underlying cause of your anger. Try to identify the other emotions you are experiencing, such as fear or frustration.
- Acknowledge and accept your anger. Think about it. Do not deny its presence or refuse to deal with it. If you do, it may surface at the wrong time and be directed at the wrong people.
- Express your anger when it is necessary, safe and appropriate to do so. Delay expressing it when to do otherwise would make the problem worse or create a new one. Find safe outlets to vent your anger. It is not always necessary to express anger or respond to it; sometimes, the feeling passes quickly.
- If you want to solve the problem which caused your anger, deal separately with your anger and with the problem. Avoid making important decisions when your anger controls you.

DEALING WITH THE ANGER OF OTHERS

When confrontation occurs, consider doing the following:

- If you believe you have contributed to the cause of the anger, do not explain, apologize or respond until the other has expressed their anger. Until that occurs, you probably will not be able to have a rational discussion.
- Try to determine whether the anger is directed at you personally. Many angry people had those feelings inside them before you came along. You might simply have been in the wrong place at the wrong time.

Try using empathetic listening. For example, while the anger is being expressed, do not explain, interrupt, contradict, give reasons, make judgments or evaluate. Listen empathetically, by letting the other person know you are hearing what is being said and felt. Often the knowledge that there is a safe environment in which to vent feelings allows people to release pent-up emotion so that they can be engaged in a more adult manner later on.

- Adopt a calm style yourself. Avoid getting into an angry response.
- Acknowledge and affirm the other person's angry feelings. Remember that it is okay to be angry.
- Encourage the other person to talk about his/her anger until it is no longer controlling him/her – instead, he/she is in control of the anger.

SOME SKILLS USEFUL IN SITUATIONS OF CONFRONTATION

Posture of Puzzlement

What it is: The “Posture of Puzzlement” is a way of confronting others tactfully and non-judgmentally by approaching them in an attitude of puzzlement or concern.

Example A: “I am puzzled that you are telling people they must vote for your party. I thought it was agreed by all of us that party agents are only here to observe and not to engage in electioneering.”
NOT – “You can’t talk to people about how they are going to vote! I’m going to report you!”

Example B: (*intervening in an argument between two Party Agents*): “I’m not clear about what is happening here. I’d appreciate if you could each clarify for me what your concerns are.”
NOT – “Come now, let’s talk sensibly with each other.”

MORE-OF/LESS-OF STATEMENT

What it is: Rather than call names or make categorical statements, this is a more gentle way of confrontation by asking other people to do more of something or less of something.

Example: “I’d like to request that you engage in less interaction with the voters and focus more on simply observing.”
NOT – “Stop trying to influence people. You’re cheating!”

IMPACT STATEMENTS

What it is: An impact statement is a way of confronting without attacking, by describing the impact of the objectionable behavior of the person you are confronting on yourself or others.

Example: (To Voting Official who is treating voters rudely) “Some voters appear to be feeling intimidated by the way you are treating them. (Impact on others) I’m worried this will cause complaints. (Impact on self) I’d like to suggest that you speak more slowly and quietly to people when they have questions. (More-of Statement)
NOT – “You’re intimidating people. I demand that you stop!” (Avoid “you” statements, such as “You’re a cheat!” “Your party is dishonest”, e.t.c.)

How can these strategies help in tackling the situations you have identified in your role-plays?

LANGUAGE AND MISPERCEPTIONS

Language reflects perception. Careful attention to language often provides mediators with clues about crucial misperceptions.

1. Unspecified noun or verb:

“Party Agent A is always causing problems.” Restate as “What does he do that creates problems?” or “Can you give examples of the kind of problems he is creating?”

2. Speaking for others:

“Everybody around here thinks that Mr. Tajudeen Okon from the X Party is interfering with the voters” restate as “Could you share from your own experience any problems you have had with Mr. Tajudeen Okon?”

CHAPTER TWELVE: BASIC PROBLEM SOLVING SKILLS

PROBLEM SOLVING

WHAT IS PROBLEM SOLVING

- o A cooperative way of approaching conflict which allows parties to find a solution satisfactory to everyone
- o Involves time
- o Usually best acceptable solution to all parties concerned
- o Use an open communication style
- o Identify and discuss conflict resolution on a general level with group, i.e. some beforehand consciousness-raising
- o All parties must recognize that they have a common or shared problem
- o Make everyone aware that they are all part of the problem, therefore everyone should be involved in generating a solution.
- o Get participants to recognize common interests and common ground for cooperation
- o Use open-ended questions
- o Establish open communication and expression of feelings
- o Parties should trust and respect each other
- o Problem-solving is made easier if parties choose this course of action
- o Focus on problem, not people
- o Paraphrase

Step One

PROBLEM SOLVING PROCESS

TESTING PERCEPTIONS BY BOTH PARTIES

Method : Abuja
: Get one person to list characteristics and feelings of other person

Point out cooperation between the parties: common likes or dislikes, common goals, assistance by one party to the other, common desires, values and interests.

Focus on the problem, not the personality.

Step Two

ANALYZE THE PROBLEM IN AS MUCH DETAIL AS POSSIBLE

Separate analysis of problem from thinking about solutions.

State problems as obstacles rather than in terms of solutions

Do not evaluate problems or solutions at this stage.

Let people state problems and goals in as specific form as possible, goals should be common, rather than individual wants

Step Three

GENERATE POSSIBLE SOLUTIONS

Generate as many ideas as possible, allowing everyone to
Participate as much as he/she can without evaluating

Method: Brainstorm

: Nominal Group Technique. (individuals are given 5 to 10 minutes
to remain silent and are asked to write down as many ideas they have on
sheet of paper and asked to take turns reading one idea out at a time)

Step Four

EVALUATION OF THE SOLUTIONS: APPLY PROBLEM-CENTRED
APPROACH

Group discusses various solutions

One solution at a time is chosen by group (Use method of consensus)

Evaluate quality and acceptability of solutions using objective criteria

APPENDIX I -- GUIDELINES TO ELECTIONS

AUGUST 1998 - MAY 1999

INDEPENDENT NATIONAL ELECTORAL COMMISSION

Guidelines For the Formation and Registration of Political Parties

1. An application by an Association for registration as a Political Party shall be on the prescribed Form and shall be accompanied by the following information and documents
 - (a) A short profile, that is -
 - (i) When and where the Association held its inaugural meeting, accompanied by a record of such meeting and its major decisions
 - (ii) Evidence regarding the hosting of its National congress or intention to hold such Congress,
 - (iii) Where the Congress has been held, including a list of the Association's officers and the method of their selection;
 - (b) twenty printed copies of the Association's current constitution, which shall also indicate the proposed party's name, symbol, emblem and motto;
 - (c) twenty printed copies of the Association's manifesto;
 - (d) evidence of payment of a non-refundable fee of One Hundred Thousand Naira (=N=100,000.00) to the Commission;
 - (e) every application for registration as a Political Party shall be addressed and submitted to the Chairman of the Commission at the Commission's Headquarters. The Commission shall acknowledge in writing the receipt of the application.
2. (1) There shall be multiple Political Parties in the Federation. No Association by whatever name called shall function as a political Party unless -
 - (a) it is first recognised and provisionally registered by the Commission;
 - (b) the names and addresses of the members of its national, State and Local Government Area Executive Committees are registered with the Commission;
 - (c) its membership is open to every Nigerian citizen irrespective of place of origin, circumstances of birth, ethnic group, sex or religion;
 - (d) it accepts the principle of power sharing and rotation of key Political Offices.
- (2) An Association which applied to the Commission for registration as a Political Party shall be considered as being open to every Nigerian if -
 - (a) it maintains functional branches in at least 24 States of the Federation.
 - (b) The name; slogan or motto, and the identifying symbols and colours of the Association shall not have any ethnic, religious, professional or other

sectional connotation or give the appearance that its activities are confined only to a part of Nigeria.

- (3) No association shall be registered as a Political Party unless -
 - (a) it declares its assets and liabilities as well as indicate its Bankers, the sources and uses of its funds;
 - (b) its Constitution and rules provide for periodic elections on democratic basis, of its executive Committees or other governing bodies;
 - (c) its organisation at National level reflects the Federal Character principle, while at State and Local Government Area levels, it takes account of geographical, group and cultural peculiarities;
 - (d) it furnishes the Commission with a certified true copy of its Constitution and notifies the Commission of any alteration thereof within 30 days from the date of making such alteration,
 - (e) it has its National Headquarters in the Federal capital Territory.

3. Political Association that have applied for registration may merge before the last date given by the Commission for submission of application for registration of Political Parties.

4. The following restrictions shall be observed by Associations seeking registration as political Parties -
 - (a) no person below the age of 18 years shall be a member of a Political Party;
 - (b) no Youth Club, or any form of registered Association, Wings and such like shall form part of a Political Party;
 - (c) no member of the Armed Forces, Police, security Agencies, Para Military Organs and a member of the Public Service of the federation or of a State or of a Local Government shall be a member of a Political Party;
 - (d) traditional rulers as defined in Chapter IX of the Constitution of the Federal republic of Nigeria 1979 as amended shall be insulated from partisan politics; and
 - (e) no alien shall be eligible to be a member of a Political Party

5. Apart from organisational and operational requirements set out above, and Association applying for registration as a Political Party shall, in addition to affirming its commitment to observe, conform to and enforce the provisions of the Constitution of the Federal Republic of Nigeria 1979 relating to the Fundamental Objectives and Directive principle of State policy, articulate unambiguously the Policies and Strategies for tackling the problems inherent in getting the various objectives implemented, in particular -
 - (a) the Government and the people;
 - (b) political objectives and the indivisibility of the Nigerian Polity;
 - (c) Economy, Agriculture and Industrialisation

- (d) Health and Education;
- (e) Internal security and National defence
- (f) Regional, African and Foreign Policy, Relations;
- (g) Human rights and Environmental obligations;
- (h) Nigerian Culture and Societal ills, Ethnicity, Statism, Corruption, etc.;
- (i) Women in Political and National Development;
- (j) The Judicature;
- (k) Mass Media in National Development; and
- (l) Scientific and Technological Development.

6. Every Constitution of a Political Association must contain the following -

- (a) evidence of its provision to conform with the principles of Power Sharing and Rotation of Key Political Offices;
- (b) a provision relating to election on democratic basis of its principal officers and members of the executive committees or other governing bodies, periodically and in any case, not later than 4 years from the previous elections;
- (c) a provision relating to the disciplinary procedure of the Association, stating clearly the method of expelling an ordinary member, a Party or Political Office holder including a member of a Legislative House.

7. Every Political Association applying for registration shall fill the Form obtained from the Commission on the prescribed form -

- (a) the full name of the Association and its abbreviated form;
- (b) the Association's symbols and or the motto;
- (c) a comprehensive description of the identification symbols and colours.
- (d) The location, address, and telephone number if any of the state and Local government Area offices of the Association.

- 8. (1) After the closing date for the submission of application by Associations wishing to be registered as Political Parties, the Commission shall consider all the applications received and verify the claims of the Political Associations.
- (2) Any Political Association which, through the submission of false or misleading information, procures a provisional or full registration as a Party from the Commission shall have such registration cancelled by the Commission.

9. In accordance with the provision of the Constitution of the Federal Republic of Nigeria, 1979 the following are binding on all registered Political Parties in the Federation -

- (a) every Political Party shall, at such times and in such manner as the Commission may require, submit to it a statement of its assets and liabilities;
- (b) every political Party shall submit to the Commission a detailed Annual Statement and Analysis of its sources of funds and other assets together with a similar statement of its expenditure in such form as the Commission may require;

- (c) no Political Party shall receive external funds from whatever source for election or any activity relating to the Party;
 - (d) no Political Party shall hold or possess any funds or other assets outside Nigeria and any fund remitted or sent to it from outside Nigeria shall be paid over or transferred to the Commission within twenty-one days of receipt, with such information as the Commission may require;
 - (e) no Political Party shall organise, retain, train or equip any person or group of persons for the purpose of enabling them to be employed for the use or display of physical force or coercion in promoting its political interest or objectives;
 - (f) the Commission shall have power to give directions to Political Parties regarding the books or records of financial transactions which they shall keep and to examine all such books and records, either through any member of the staff or any person who us an auditor by profession, and who is not a member of a Political Party;
 - (g) the Commission shall carry out such inspections or investigations as will enable it to form an opinion as to whether proper books of accounts and proper records have been kept by each Political Party; and
 - (h) the Commission or its duly authorised agents shall have a right to access at all times to the books and accounts and vouchers of all Political Parties and shall be entitled to obtain from the officers of the Parties such information and explanation as the Commission of the agents think necessary for the performance of the Commission's duties under the Constitution.
10. (1) At the end of the verification of the claims of the Political Associations the Commission shall recognise, and g rant provisional registration Certificate to Political Associations which have satisfied the requirements of these Guidelines.
- (2) Any Political Association granted a provisional registration Certificate under sub - paragraph (1) of this paragraph shall be entitled to contest the first Local Government Council Election to be conducted by the Commission.
- (3) A Political Association recognised and granted provisional registration certificate under sub-paragraph (1) of this paragraph shall automatically lose its recognition and have its provisional registration certificate withdrawn by the Commission unless it polls at least 10 per cent of the total number of votes cast in each of the 24 States of the Federation at the said Local Government Council election provided that or this purpose the Federal Capital territory shall be regarded as a State.
11. After the said Local Government Council Election, any Political Association which satisfies the provisions of paragraph 10 (3) above shall be granted Certificate of registration as a Political Party.

12. Where only one Political Association satisfies the requirement of paragraph 10 (3) of these Guidelines, the Commission shall register one other Political Association that scored ten per cent of the total number of votes cast in the highest number of States of the Federation.
13. Where no Political Association satisfies the requirement of paragraph 10 (3) of these Guidelines, the Commission shall register two Political Associations that scored ten per cent of the total number of votes cast in the highest number of States of the Federation.
14. Subject to paragraphs 12 and 13 of these Guidelines, where two or more Political Associations score ten per cent of the total votes cast in equal number of States, the Political Association with the highest total number of votes cast at the election shall be considered.
15. Any Political Association which fails to qualify for registration as a political Party under paragraph 10 of these Guidelines shall not be entitled to participate in subsequent elections conducted by the Commission, or to canvass for votes for a candidate at any such election.
16. Any Political Party that fails to abide by the Conditions of its registration as contained in these Guidelines shall have its registration withdrawn.
17. Political Parties registered in accordance with these Guidelines shall conform with the following code of conduct:-
 - (a) comply with the election laws and rules
 - (b) co-operate with the Independent National Electoral Commission
 - (c) show respect for the right of the voters and right of other Parties to campaign freely
 - (d) desist from violence and use of inflammatory language
 - (e) reject the use of Corrupt Practices, the offering of inducement, etc.
 - (f) assist in ensuring peaceful and orderly voting on polling day

INDEPENDENT NATIONAL ELECTORAL COMMISSION AUGUST, 1998

APPENDIX II

LEGAL PROVISIONS FOR ELECTION AND MONITORING

EXCERPTS OF INTERNATIONAL HUMAN RIGHTS INSTRUMENTS

During this century intergovernmental organisations such as the United Nations, the Organisation of American States and the Organisation of African Unity have memorialised in writing the principles of their member states with regard to fundamental human rights. The resulting declarations, charters, conventions and covenants are referred to as instruments.

Familiarity with the provisions in these instruments is often helpful when advocating reforms, defending observers' rights, or evaluating the election process. Obviously, since Nigeria is a signatory to these particular instruments an observer/monitor can rely on the provisions of the instrument as legal authority.

UNIVERSAL DECLARATION OF HUMAN RIGHTS

Article 2

Everyone is entitled to all the rights and freedom set forth in this Declaration, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it be independent, trust, non-self governing or under any other limitation of sovereignty.

Article 8

Everyone has the right to an effective remedy by the competent national tribunals for acts violating the fundamental rights granted him by the constitution or by law.

Article 21

- (1) Everyone has the right to take part in the government of his country, directly or through freely chosen representatives
- (2) Everyone has the right of equal access to public service in his country
- (3) The will of the people shall be the basis of the authority of government; this will shall be expressed in periodic and genuine elections which shall be by universal and equal suffrage and shall be held by secret vote or by equivalent free voting procedures.

INTERNATIONAL CONVENTION ON THE ELIMINATION OF ALL FORMS OF RACIAL DISCRIMINATION

Article 5

In compliance with the fundamental obligations laid down in Article 2 of this Convention, State Parties undertake to prohibit and to eliminate racial discrimination in all its forms and to guarantee the right of everyone, without distinction as to race, colour, or national or ethnic origin, to equality before the law, notably in the enjoyment of the following rights:

- (c) Political rights, in particular the rights to participate in elections -- to vote and to stand for election -- on the basis of universal and equal suffrage, to take part in the Government as well as in the conduct of public affairs at any level and to have equal access to public service...

CONVENTION ON THE ELIMINATION OF ALL FORMS OF DISCRIMINATION AGAINST WOMEN

Article 7

States Parties shall take all appropriate measures to eliminate discrimination against women in the political and public life of the country and, in particular, shall ensure to women, on equal terms with men, the right:

- (a) To vote in all elections and public referenda and to be eligible for election to all publicly elected bodies;
- (b) To participate in the formulation of government policy and the implementation thereof and to hold public office and perform all public functions at all levels of government;
- (c) To participate in non-governmental organisations and associations concerned with the public and political life of the country.

AFRICAN CHARTER ON HUMAN RIGHTS AND PEOPLE'S RIGHTS

Article 13

- (1) Every citizen shall have the right to freely participate in the government of his country, either directly or through freely chosen representatives in accordance with the provisions of the law.

APPENDIX III

TRAINING METHODOLOGY FOR TRAINING OF MONITORS

CODE OF CONDUCT FOR ELECTION MONITORS

- i. Be 100 per cent loyal to the principles of free and fair elections;
- ii. Refrain from being bribed by candidates, the government, opposition or their agents for their own interests;
- iii. Do not hamper in any way the proceedings at both polling stations and counting centres;
- iv. You must avoid a visible political stand which would indicate open support or canvassing for a particular political party or movement;
- v. Do not allow yourself to be unduly influenced or pressured by any extraneous factor in the performance of your duty;
- vi. A monitor must be a person of high integrity, moral uprightness, honesty and firm commitment to fair play;
- vii. To observe the oath of secrecy not to indulge the official proceedings at polling stations and counting centers;
- viii. You need to be committed to the principles of democracy, human rights, gender and the Rule of Law;
- ix. A monitor needs to perform her or his duties diligently and conscientiously. This involves being on the alert all the time for- any manifestation of electoral malpractice before and on the polling day.

PROGRAMME OF TRAINING METHODOLOGY FOR MONITORS

Education & training of Monitors/Observers: Senatorial Level
November-December 1998

PROGRAMME

9:00 - 16:00

Welcome

Information and Insight in respect of

I. Independent National Electoral Commission Degree of 1998

II. Objectives and Aims/Needs

III. Training programme

IV. Methodology

TRAINING PROGRAMME FOR ELECTION MONITORS

(The programme will be a daylong)

Election monitors will be Nigerians

Election monitors will be literate

THE ROLE OF THE MONITOR IS ASSUMED TO BE:

Observe the election process before, during and after the voting; intervene, where appropriate, in the election process in order to ensure that it is free and fair.

OBJECTIVES OF THE TRAINING OF ELECTION MONITORS

By the close of the day, monitors will:

- Know and understand their role as monitors
- Have an understanding of the correct election process, as envisaged by the Independent National Electoral Commission Degree 1998
- Be able to identify situations in the election process which require his or her timely intervention and
- Have the necessary conflict resolution skills to intervene in these situations

METHODOLOGY

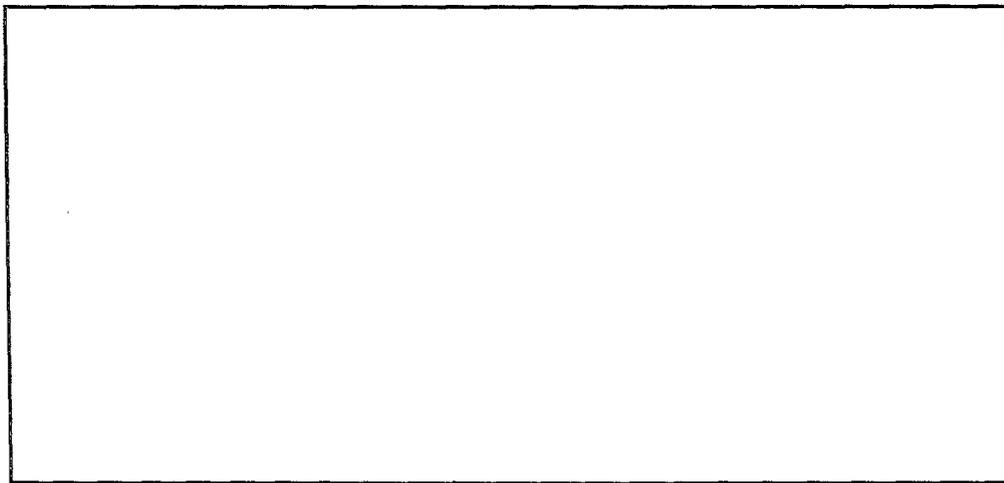
Use the trainers' manual as well as other reference documents - all documents should be in a file.

INTRODUCTION

- Trainer welcomes and introduces her/himself
- Housekeeping (if any)
- Overview of the programme and aims of the programme
- Participants introduce themselves in terms of name, place of work and experience they've had as monitors

ROLE AS MONITORS

- Trainer asks participants individually on a worksheet to think about what their role as election monitors
- Trainer asks participants in pairs to draw a picture of their view of what their roles is as monitors (flipchart paper and coloured pens need to be made available)
- Pairs present their picture
- Trainer hands out a copy of a picture detailing the role of monitors (for inclusion in participants' files) and the election monitors code of conduct



(The idea is for this to be in keeping with the manner in which participants have done the exercise and to provide a record and summary (in pictorial form), of their role. The character could be given a name to be used throughout the programme and may become a unifying symbol for all election monitors).

- Next participants are asked to read the Code of Conduct and then on the worksheet provided, to individually and then in pairs, generate a list of activities which illustrate the intention of the code.
- Behavioural statements discussed in main group.
- Hand out list of behavioural statements and discuss.

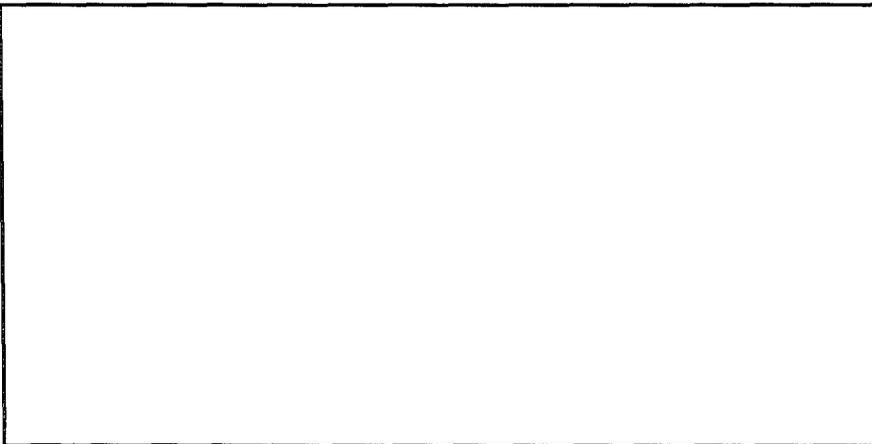
UNDERSTANDING THE CORRECT ELECTION PROCESS

- Trainer sticks up posters illustrating the entire election process (before, during and after).
- Participants individually assimilate what they see in the posters and then discuss their ideas in pairs.
- Trainer gathers responses from each pair and uses responses to allow others to add to information and then the trainer corrects and adds to information where necessary.
- The trainer must use these opportunities to ensure that participants make the link between what they have observed in the posters and what is in the statues/INEC laws etc. The trainer then gathers queries and deals with them in the main group.

IDENTIFY SITUATIONS IN THE ELECTION PROCESS WHICH REQUIRE-INTERVENTION

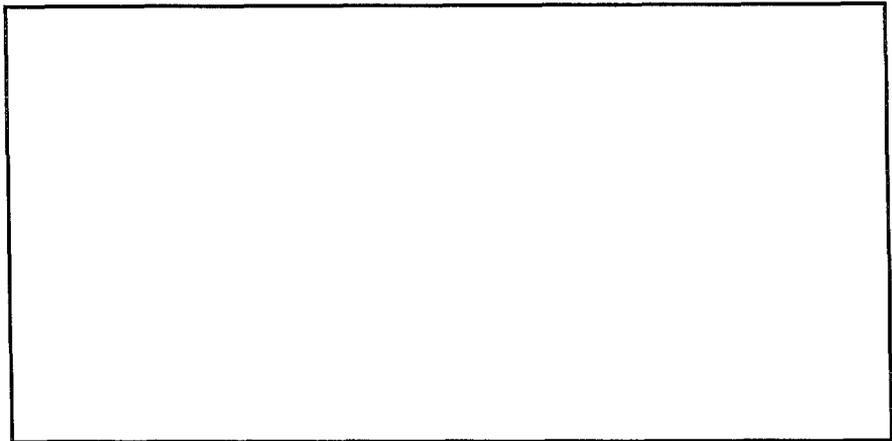
- Participants are given a series of scenarios describing different incidents, which could take place before, during and after the voting time.
- These scenarios are written on cards for example:

Card A:



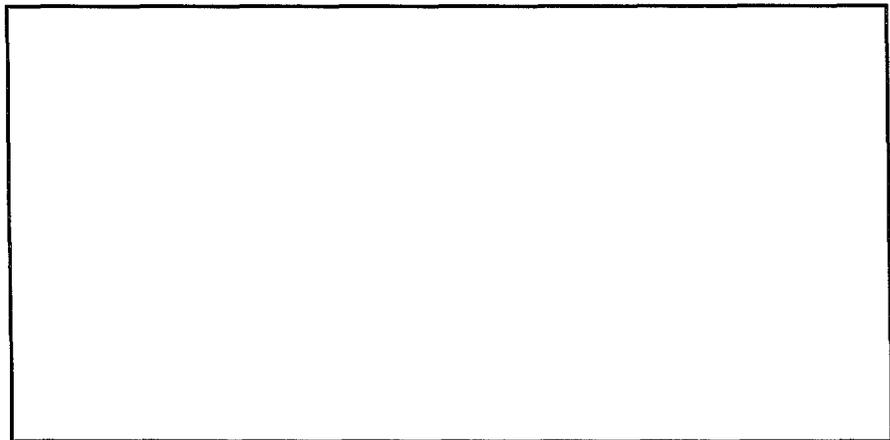
It is time (8 am) for the voting station to open but the ballot papers have not yet arrived. Voters are beginning to get restless

Card B



Some Area Boys set up a refreshment stall outside the door of the voting station and start handing out pamphlets calling on people to vote for the Green party

Card C



The presiding officer on request from a disabled voter, marks the voters ballot, as directed by the voter, in the presence of two party agents

- Participants are asked in pairs to sort the cards into 2 equal piles, one pile illustrates situations in which they would intervene, and one pile illustrating situations in which they would not intervene.
- Pairs are then asked on a worksheet to identify which section of the 1998-degree (or others) each scenario relates to (either violating or fulfilling it)

- Trainer gives out a suggested handout which indicates the answers (the pile i.e.: intervene and the section of the statue)
- Pairs compare this to their responses and discuss discrepancies in the main group (facilitated by the trainer)

CONFLICT RESOLUTION SKILLS FOR D-DAY

On a worksheet and referring to the pile of cards illustrating situations in which monitors would intervene, participants are asked to identify the skills they would need to intervene in above situations.

- Skills captured in main group
 - Handout on the qualities of an effective conflict resolution/management
 - Participants to have skills practices in developing the following:
 - I. empathetic listening
 - II. paraphrasing
 - III. asking questions
 - IV. dealing with threats and anger
 - V. negotiations/mediation
- I. Skills practice on empathetic listening:
(This exercise gives participants in pairs the opportunity to practice empathetically on a subject over which they disagree;)
 - II. Skills practice on paraphrasing:
(This exercise gives participants in pairs the opportunity to practice paraphrasing)
 - III. Skills practice on asking questions
(This exercise gives participants in pairs an opportunity in election role play situations, to practice asking the right questions in order to uncover the real needs/problems of parties in conflict - as opposed to their suggested solutions to the problem)
 - IV. Trainer facilitates a discussion in the main group on how to deal with threats and anger.



CONSOLIDATING SKILLS PRACTICE ON CONFLICT RESOLUTION

- Participant's in-groups of three to practice playing the role of conflict resolver in three situations, relating to the elections, which require their intervention as election monitors.
 - 2 parties in conflict e.g. voter and election official, 2 members of opposing parties
 - 1 election monitor
- Each participant will have the opportunity, using the 3 different role-plays, to play the role of the election monitor
- Feedback sheets will be provided for participants to give each other feedback. Learning gathered in the main group.
- Finally, trainer recalls all the important steps towards monitoring again.

CLOSE OF PROGRAMME

Trainer closes programme, indicating any administrative details especially those relating to employment and accreditation to the INEC etc.

Napoleon Abdulai @ October 1998

Partly taken from documents of IEC of South Africa and civil society organizations in Kenya. With thanks