

OPENING SESSION

TOPIC: Introduction And Overview Of The Workshop

TIME: Ninety minutes

OBJECTIVES: By the end of this session participants will have:

- ❖ Become familiar with each other's names and work symbols.
- ❖ Reviewed the workshop goals, objectives, training schedule and logistics
- ❖ Reconciled their own expectations with workshop objectives.

SUMMARY: This session will help trainers and participants get acquainted, know each other by name, work site, personal hobbies and activities. It will also help the participants understand the background and rationale for the IPCC Skills for Reproductive Health Providers training, the workshop goals, the training methods to be used, logistic arrangement and the schedule for the course.

SESSION AT A GLANCE			
TOPIC	TIME	METHOD	MATERIALS
1. Welcome	5 minutes	Introductory remarks	
2. Introductions and getting acquainted	45 minutes	Exercise (2 samples are provided)	Visual Aid A1: Getting to Know Each Other Or Visual Aid A2: Getting to Know You!!
3. Objectives and Overview of the workshop	20 minutes	Discussion	Visual Aid B: Goal and Objectives Visual Aid C: Time Table
4. Logistical Information	10 minutes	Remarks and announcements	
5. Workshop questionnaire	20 minutes	Individual exercise	Handout A. 1

#1 WELCOME

Introduce yourself and provide a general welcome and opening remarks to the participants. Emphasize that the most important people in the room are the participants. Without them, there would be no workshop. Therefore, special care has been taken to shape the workshop to address their needs and to make the workshop as interactive and participatory as possible.

#2 INTRODUCTIONS

There are many different introduction exercise you may want to use. The objective is to do something fun to begin learning each other's names, hobbies, interests, positions, work site and expectations for the workshop. Here are two suggestions: The Symbols and The Interview.

Symbols Exercise

Participants have five minutes to find an object in the training room that symbolizes them in some way; encourage them to be creative.

Interview Exercise

Participants have located their symbols, then form pairs. Each pair has to interview each other and find the answers to the questions. After 10 minutes (or when everyone is finished), each pair stands and introduces each other.

#3: WORKSHOP GOAL, OBJECTIVES AND AGENDA

GOAL OF THE WORKSHOP

- By the end of the workshop, participants will have developed interpersonal communication skills and use of IEC materials during reproductive health encounters

OBJECTIVES OF THE WORKSHOP

By the end of the workshop, participants will have

1. Developed and practiced using interpersonal communication skills to identify and respond to client's needs.
2. Practiced carrying out interactions that are client-centered and personalized
3. Used IEC materials to give accurate, complete information based on what client wants and needs to know to make an informed decision.

#4 LOGISTICAL INFORMATION AND WORKSHOP QUESTIONNAIRE

Explain any logistics arrangements that have been made regarding accommodation, transportation, meals (especially the lunch and the 2 breaks), payment of re-imbusement, per diem, social events, etc. Answer all questions from participants.

Participants will answer the Workshop Questionnaire Handout A 1

Getting to know you!

To learn more about each other, interview your partner and find out the answers to the following questions.

- 1. Name, title, and organization or place of work.**
- 2. Something unique or humorous about the person.**

(Example: My partner speaks five languages.)
(Example: My partner snores, but only in soprano.)

- 3. Explain the symbol selected that represents the person's work.**

(Example: cup of coffee – needs a lot of energy)

Feel free to find out more interesting information and share that, too!

WORKSHOP GOAL AND OBJECTIVES

Workshop Goal:

To develop the interpersonal communication skills of reproductive health service providers to effectively counsel their clients towards an informed health behavior decision.

Workshop Objectives:

At the end of the workshop, the Reproductive Health Service Provider Will have:

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1. Developed and practiced the use of interpersonal Communications skills to identify and respond to the client's needs.
2. Practiced carrying out interactions that are client-centered and personalized.
3. Used IEC materials to give accurate, complete information, based on what the client wants and needs to know to make an informed decision.

**INTERPERSONAL COMMUNICATIONS -COUNSELING SKILLS FOR HEALTH
PROVIDERS: TRAINING OF TRAINERS
NAZRETH, ETHIOPIA October 24 - 31, 2000**
PRE and POST Training Questionnaire

Symbol

The answers to the following questions will help us tailor the contents of the workshop sessions to the needs of the participants. There are no wrong answers to the questions. We greatly appreciate your responses.

1. When do we use interpersonal communication skills?

2. Name some different types of communication.

3. What are the factors that may influence behavior change?

4. What are some of the stages one may follow when changing our behavior ?

5. Give 3 examples of good listening skills during interpersonal interactions with a client.

6. When do counselors use open ended questions with clients ?

7. Describe the steps that are part of the GATHER process:

8. Name some advantages for the provider in using information, Education and communication materials during counseling.

9. Name some sources of rumors and misinformation about family planning methods?

10. Give two examples of non verbal communications

11. Please explain the meaning of "establishing rapport" with a client during counseling

12. What are some of the client's rights during family planning counseling?

True or False:

1. Only when counseling special populations, counselors should be aware of their own values and attitudes. _____
2. During counseling, the client follows the decision made by the provider because he has understood the client's needs. _____
3. Everyone follows the same steps when changing their behavior. _____
4. Communication is a process that seeks to reduce uncertainty. _____
5. Effective presentations increase knowledge, persuade people and encourage action _____

Visual Aid C

Interpersonal Communications /counselling Skills for Reproductive Health Providers				
	Day 1	Day 2	Day 3	Day 4
Morning 1	Welcome, Introductions, Training Overview	IPCC Skills Encouraging Dialogue: Listening, Questioning.	Use of IEC Materials, Giving Information & Explaining Rumours	Integrated Skills Practice
Break				
Morning 2	Communication Process and IPC Steps to Behaviour change	IPCC Technique GATHER	Group Talks and Effective IEC Presentations	Integrated Skills Practice
Lunch				
Afternoon 1	Role of IPCC The Rights of Clients Values, Perceptions and Attitudes	PRACTICE IPCC Technique GATHER	IPC Counselling Special Populations: Adolescents, Post Abortion, Men	Practice debriefing Workshop Synthesis
Break				
Afternoon 2	IPCC Skills Observation and Establishing Rapport	PROVIDERS AND IPC/C Group discussion	PRACTICE IPCC with Special Populations: Adolescents, Post Abortion, Men	Goodbyes, Evaluation
Evening				