



Building Conflict Sensitive Interventions Facilitator Guide

Community Town Hall



PRACTICAL
LEARNING
for
INTERNATIONAL
ACTION

Building Conflict Sensitive Interventions

Facilitator Guide - Community Townhall

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How to Facilitate this Session

Session Overview

This session is designed to help organizations implement conflict sensitive strategies in their interventions.

“Conflict sensitivity” refers to our organizations’ capacity to:

- Understand the conflict contexts we work in,
- Recognize the interactions between our activities and that context, and
- Adapt our work to minimize our negative effect and maximize our positive effect on conflict.

One of the best ways we can demonstrate conflict sensitivity is through direct engagement with the community we’re working in. The Community Townhall aims to facilitate better communication between humanitarian aid organization staff and the community members they serve.

This session is designed for groups of 8-16 participants.

Note: See **Adaptations** section for ways to accommodate larger groups.

Materials Needed

- Agenda
- Slide deck presentation (use computer with Microsoft PowerPoint and projector or print the slide deck for reference)
- Facilitator Guide (this document)

How to Use the Slide Deck Presentation

The slide deck serves several functions:

- Offers visual reinforcement for participants
- Serves as an outline for the facilitator
- Indicates when the facilitator should break for discussion
- Provides general instructions for activities and software demonstration

Before the Session: Prepare

1 week before the session:

- ☐ Complete the “Building Conflict Sensitive Interventions” training
 - ☐ If you completed the training course a long time ago, consider reviewing the “Listening to the Community” module
- ☐ Study the materials
- ☐ Rehearse for time
- ☐ Compile list of attendees
- ☐ Secure location and tech needs for the meeting

- ☐ Send out invitations

1 day before:

- ☐ Confirm attendee attendance
- ☐ Review materials
- ☐ Make sure you know how to run all activities
- ☐ Make modifications to the deck, including any yellow highlighted text
- ☐ Confirm location and tech needs for the meeting
- ☐ Print materials (if needed / applicable)

After the Session: Follow up with Resources

- ☐ Share contact details for follow-up questions
- ☐ Remind the participants of upcoming sessions, events
- ☐ Follow up on any issues raised during the session
- ☐ Distribute feedback survey, if you have developed anything specific to your intervention

Session Format

This session has slides for discussion and activities.

Discussions

- Give the prompt on the slide, then encourage the participants to think of as many possible responses as they can.
- If there are desired responses, they will be found in the slide deck notes. This list is not exhaustive – there may be other valid responses – but will give examples of correct answers. Adapt and review these notes thoroughly prior to the training session.
- Summarize key points before moving on.

Activities

- Review the activity instructions with the class
- Let participants know how much time they have to complete the activity
- Observe the groups, answer questions that arise, provide clarification/direction as needed
- Ensure that everyone is actively participating and no one is dominating the group
- Be mindful of time, and remind groups of the time remaining as you near the end of the expected duration
- Ask questions and give participants time to reflect on the activity afterwards, during debriefing
- Summarize key points before moving on

Adaptations

This session is designed to be delivered in a wide variety of settings and for a wide variety of programs. The **conflict analysis** for the intervention should inform adaptations including:

- Who is invited to participate
- Who facilitates the workshop
- Location of workshop
- Specific topics to address
- How to address potentially sensitive topics
- What language workshop is held in

Additionally, there are several slides in the presentation deck that require specific details about your intervention. Make sure you can speak to the point on these slides and in the facilitator notes. Slides include:

- Current Intervention Details
- Communication
- Next Steps

If your group is larger than 16 participants, consider the following guidance:

- Tell participants upfront that not everyone will be able to answer every question
- Tell participants how many responses you'll hear before you ask a question.
 - Ex. "I'd like to hear from three people."

- Turn group discussions into “yes/no” surveys
 - Ex. *“What kinds of interventions have been here”* can become *“Raise your hand if there have been interventions in this area.”*
- Turn breakout activities into group activities
 - Instead of splitting into 4 groups for the RAFT activity, ask the whole group, *“Let’s come up with three principles for Respect together. Raise your hand if you have an idea.”*

Additional considerations:

- Determine whether you need to conduct multiple sessions for different groups and sub-sections of groups
- Consider whether mixed or single gender sessions are held
- Be prepared for varying levels of literacy
- Speak with program manager about whether to offer refreshments or compensation to participants at end of workshop
- Ask for permission to record session

Community Member Townhall Outline

Note: Use this outline as a quick reference for the activities and discussions you'll be leading during the townhall. More detailed instructions can be found in the notes panel of the presentation deck.

Session Objectives

By the end of this session, community members should be able to:

- Describe the scope of the project in their area
- Identify their rights in the aid program context
- Communicate to aid workers how they can be helpful/avoid harm
- Identify what aid staff to reach out to

Discussions

- Past Experiences
- Current Intervention
- Current Intervention Continued
- "RAFT" Principles
- Resolving Disagreements

Activities

- Icebreaker
 - **Note: select only one icebreaker activity from deck**
- “RAFT” Principles
- Communication Strategies

Notes