



គណៈកម្មាធិការ  
សហប្រតិបត្តិការដើម្បីកម្ពុជា  
Cooperation Committee  
for Cambodia  
Comité de Coopération  
Pour le Cambodge

**ទស្សនវិស័យ:** ការអភិវឌ្ឍប្រកបដោយនិរន្តរភាពសម្រាប់ប្រទេសកម្ពុជា  
**Vision:** Sustainable development for Cambodia

**Concept Note**

**Reflection Workshop: How to best use the contribution of Working Group Members to improve the quality of CSO services**

**On 19 November 2015**

**At Sunway Hotel, Phnom Penh**

**I. Introduction**

Known as the largest and longest established membership based organization in Cambodia, the Cooperation Committee for Cambodia (CCC) has been playing a unique role since 1990 in strengthening the cooperation, professionalism, accountability, governance, and development effectiveness of the Civil Society Organizations (CSOs) that are working across diverse sectors in Cambodia.

With a mission to provide high quality services to civil society and influence Cambodia’s development actors, CCC is delivering its interventions through a five-year program entitled “Governance Hub Program (GHP)” for 2014–2018, aiming at building a more cohesive, accountable, transparent NGO sectors, contributing more effectively to the development of Cambodia. GHP is designed in an outcomes-based approach while all the programmatic interventions are carried out by three interconnected components: 1) Governance & Professional Practices (GPP) 2) Research and Learning (R&L) and 3) Coalition Building, Advocacy and Networking (CAN).

Responding to its vision which is for sustainable development for Cambodia and to achieve the first outcome of improved quality of CSO services, CCC offers a range of learning opportunities for CSOs staff to update their skills and practices and to deliver high quality services appropriately respond to the needs of their target beneficiaries . Since 2010 up to now CCC has organized a series of 19 learning forums on Human Resource Management (HRM), Monitoring and Evaluation (M &E), Information Communication Technology (ICT) and Finance Management forum for the practitioners in those respective fields.

The annual member satisfaction survey on CCC’s services, shows that the learning forums remain highly relevant and responsive to NGOs needs, with high satisfaction levels for HR, M&E and Finance forums. CCC’s forum evaluations also show that participants report long-term changes in their practice at the individual, organizational and community level. Learning forums helped to promote and improve the action learning to transform knowledge; skills and experiences of individual people and organizations into a community of practices for a betterment of NGO community in Cambodia. It also builds a strong network among NGO community, in particular among CCC members, for ongoing learning on those fields. The benefits cannot be achieved without the contribution from the Working Group of Learning Forums (WGLF) in those four areas who always provide critical inputs and advice on what should be composed in the forum and how to run them in a more effective way.

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However, it is believed that the contribution from those Working Groups could be optimized if an opportunity could be organized to have all of them meet, discuss, reflect, learn and strategize what should be done in the future. In this sense, the R&L Component of CCC will organize a full day reflection workshop on **19<sup>th</sup> November 2015 to reflect on the previous three years performance and to identify the strategy to improve action learning for the next three years**. The objectives, expected output and agenda for this workshop are as below:

## **II. Objectives:**

- To reflect on the previous three years performance of CCC's learning forum and working group members
- To set the learning outputs for the next three years to fit to the needs of participants.
- To identify the strategic direction of the working group for next three years
- To build better relationship among the four working groups

## **III. Expected outputs/outcome:**

- The best practices and areas for improvement for CCC and the four working groups identified and documented for action learning.
- A set of learning outputs for the learning forums, particularly for next three years, discussed and agreed.
- The strategic direction for the four working groups for next three years endorsed
- The relationship and network among the members of four working group built and improved.

## **IV. Methodology/process**

A full-day reflection workshop will be conducted using different approaches combining thematic topic presentations, group discussions and participatory reflection sessions, sharing the results of CCC's member surveys and forum evaluations. Facilitators will be from CCC and working group members.

## **V. Target audience**

This reflection workshop primarily aims to encourage working group members of the four learning forums on Human Resource Management (HRM), Monitoring and Evaluation (M&E), Information Communication Technology (ICT) and Financial Management to build network and share knowledge and experiences of the areas they work as well as contribute and input in way forward to make learning forum more useful and sustainable.

## **VI. Timeframe:**

The reflection workshop will be conducted in the full morning of 19<sup>th</sup> November 2015. The workshop will take place in Phnom Penh and the venue will be informed later.

**Detail Agenda:**

Time	Key Content	Facilitator
08:05-08:10	Introduction to the workshop and objectives	<b>Ms. Sam Vaddthanak,</b> Learning Officer
08:10-08:20	Welcome and opening remark	<b>Mr. Khon Bunthong,</b> Head of Operation, CCC
08:20-09:00	<p><b><u>Building close relationship</u></b></p> <ul style="list-style-type: none"> <li>- Relationship building among working group members</li> </ul>	<b>Ms. Sam Vaddthanak,</b> Learning Officer, CCC
09:00-09:30	<p><b><u>Session 1: Update of WG status and achievements supported by WGs and survey results</u></b></p> <ul style="list-style-type: none"> <li>- Update of WG Status and Achievement supported by WG</li> <li>- Share evidence and suggest 3 outcome-level indicators</li> </ul>	<b>Mr. Lim Sokly,</b> Learning specialist, CCC  <b>Ms. Kay Lefevre,</b> M&E Advisor, CCC
<b>09:30-09:45</b>	<b><i>Coffee Break</i></b>	
09:45-11:15	<p><b><u>Session 2: Reflection on previous learning forums process and WG contribution</u></b></p> <p style="text-align: center;"><b><i>Small group discussion on:</i></b> <b><i>Learning forum process:</i></b></p> <ul style="list-style-type: none"> <li>- What did learning forums work well? And what to be improved?</li> <li>- How will we do differently for the next learning forums?</li> </ul> <p><b><u>WG contributions:</u></b></p> <ul style="list-style-type: none"> <li>- What challenges have hindered you to support the learning forums?</li> <li>- How do WGs effectively support the smooth run of learning forums and working group meeting?</li> <li>- Gallery walk of the result</li> </ul>	<b>Soeung Typo,</b> Research & Learning Manager, CCC
11:15-12:00	<b><u>Energizer Game</u></b>	<b>Mr. Lim Sokly,</b> Learning

	- Team Collaboration	specialist, CCC
<b>12:00-01:30</b>	<b>Lunch together</b>	
01:30-02:45	<p><b><u>Session 3:</u> Strategic learning outputs for next three years</b></p> <p><b>Small group discussion by WG area:</b></p> <ul style="list-style-type: none"> <li>- What key topics will you want to see participants receive from our learning forum for next three years? And what outcomes do you want to achieve?</li> <li>- What should you (WG) play more vital role beside what you've done so far? And how?</li> <li>- Presentation of the result from each working group</li> </ul>	<b>Mr. Lim Sokly,</b> Learning specialist, CCC
02:45-02:55	<p><b><u>Session 4:</u> Awarding</b></p> <ul style="list-style-type: none"> <li>- Appreciation letter awarding</li> <li>- Photo together</li> </ul>	<b>Mr. Khon Bunthong &amp; Mr. Soeung Typo</b>
02:55-03:00	<b>Closing remark</b>	<b>Mr. Khon Bunthong,</b> Head of Operation, CCC
<b>03:00-03:15</b>	<b>Coffee Break</b>	<b>Altogether</b>

Note: CCC reserves the rights to alter the agenda based on the availability of the speakers and time constraints.