



ការងារកម្មកិច្ច
សហប្រតីលម្អិតនៃកម្ពុជា
Cooperation Committee
for Cambodia
Comité de Coopération
Pour le Cambodge

ទេសចរណ៍: ការអភិវឌ្ឍប្រកបដោយនិរន្តរភាពសម្រាប់ប្រទេសកម្ពុជា

Vision: Sustainable development for Cambodia

1st Working Group Reflection Workshop

Minute



***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.

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.

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 19th November 2015 to reflect on the previous three years performance and to identify the strategy to improve action learning for the next three years.

This is the minute of the reflection working group workshop which was held on 19 November 2015 at Sunway Hotel in Phnom Penh. The workshop was attended by 35 participants, (11 are Females) from 22 NGOs, who are working group member. The objectives and expected outcomes of the workshop are as below:

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

EXPECTED OUTPUTS:

- 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.

II. Outputs of the workshop

Welcome and opening remark.

Given by **Mr. Khon Bunthong**, Head of Operation of CCC.

He started with thanking to all technical working groups who have contributed both energy and knowledge to support CSO capacity building through learning forum of CCC. Today is the best opportunity for us to reflect together on what need to be further improved to meet with real need of participant of our learning forum.

Building close relationship

Facilitated by **Ms. Sam Vaddthanak**, Learning Officer of CCC, safe environment for all working group members was made to reduce fear and shyness of individuals and to increase more active participation.

All members from each working group, HR, M&E, ICT and Finance, have been introduced to the other working group members and invited to take group photo.

Please see attachment file for the list of all WG members.

To build good relationship between one WG member and the other WG member, each of them was suggested moving around and getting to know 3 persons (name, title, organization, and why you are interested to be a working group member?) from other group. 4 people from 4 WG have been selected to share about their memories of the 3 person that they've just known to the big group.

In summary, their intentions of being a WG are because of want to share their knowledge, experience, and skill, to enhance CSO capacity and quality of work.

Session 1: Update of WG status and achievements supported by WGs and survey results

Mr. Lim Sokly, Learning specialist of CCC, has updated on WG Status, achievement, challenges and solutions. More information please see in master slide. Currently there are 41 active WG members and 9 new WG members.

In the last 3 years, there are 24 learning forums conducted. Moreover, four practical guidelines were produced. There were 20 WG members had been playing role as guest speakers for learning forums and some attended in strategic consultation to influence policy maker. Tough schedule of some WG members, speaker facilitation style and forum outcome evaluation identification are the challenge. To deal with this, there are some solutions presented.

Please see slide presentation for detail.

Q: Do all speakers need to rehearse beforehand?

A: It is flexible based on the topics

Ms. Sam Vaddthanak, Learning Officer of CCC presented about the survey result on outcome evaluation focus on change after forums at individual, organizational, and community level. As the result revealed that the change at individual level is high percentage that leads the NGO had changed afterward.

There were some advices on scaling not from 1 to 3, should be from 1 to 5, to reduce bias, setting up baseline survey before training and rehearsing before running the session too.



Ms. Kay Lefevre, M&E Advisor of CCC, shared about the result of membership survey which reflect the member satisfaction with learning forums.

1. Human resource management learning forum: 15% very satisfied, 73% satisfied and 12% neither.
2. Finance learning forum: 14% very satisfied, 68% satisfied and 18% neither.
3. Monitoring and evaluation learning forum: 5% very satisfied, 73% satisfied and 23% neither.
4. Information and communications technology learning forum: 3% very satisfied, 53% satisfied and 45% neither.

Please see slide presentation for detail.

Session 2: Reflection on previous learning forums process and WG contribution

Mr. Soeung Typo, Research &Learning Manager of CCC, facilitated small group discussion with mixed working group members. The discussion was processed with main questions and they came up with the answers as follows:

Learning forum process:

A. What did learning forums work well?

- Qualified speaker (skill fit with the topic).
- Good time management (following schedule).
- Participant highly concentrated on the discussion.
- Well prepared before learning forum start.
- Identified & selected topics relevant to their work.
- Active involved and good collaboration among WG and respect each other.
- Venue, logistic, arrangement with positive learning environment (PLE)
- Active participation & learning.
- Sufficient time prior to learning forum (invitation and reminding)
- Meeting minute shared to members
- Forum material has uploaded which public can access.

B. what to be improved?

- CCC should develop ToR for trainers, forum policy, capacity building plan and forum plan for 3 years.

- Should screen and select the participant whose position fit with the topic and should be registered annually bases.
- Should list down capacity development then send to participant.
- Should explore the real need of topic of NGO and participant.
- Should map out resource person/speaker.
- Should organize more forums (from 2 to 4) and set regular feedback.
- Should have clear methodology to follow up and have post-test after forum.
- Should have audio visual documentation.
- Should promote participatory approach like VAK (Visual, Auditory, and Kinesthetic).
- Should develop result change.
- Guest speaker should share slide presentation to WG in advance.
- Send annual plan to WG and participants at least 2 months in advance.
- Should have regular learning forum feedback (including Pre-post test)

C. How will we do differently for the next learning forums?

- Panel/debate discussion (2-3 speakers)
- feedback/evaluation should be available online
- Outdoor learning for WGs.
- Encourage ED to send the same participant to the same forum
- Capture of storytelling (ex. Video clip, slide presentation).
- Exchange exposure visit

WG contributions:

A. What challenges have hindered you to support the learning forums?

- WG disciplinary (Individual commitment, time allocation and poor communication).
- Lack of recognition from their respective SMT and ED.
- Conflict schedule and hard to manage un-plan work.
- The benefit for all WGs is limited (should include appreciation letter every year for speaker).

B. How do WGs effectively support the smooth run of learning forums and working group meeting?

- Increase number of WG with promoting gender balance.
- Should have capacity building for WG members, for example participate in GPA training, facilitation skill provide by outside source.
- Coordinate between WG and WG to support in each other (cross cutting between WGs, Ex: ICT and M&E).
- Strengthening ToR of WG.
- Full participation from WG members during meeting and forum.
- Share sources document to WG/speaker in original file not in PDF file.
- Should have resource person to backstop support (advisor).
- Create Skype group for WGs.



Session 3: Strategic learning outputs for next three years

Mr. Lim Sokly, Learning specialist of CCC, facilitated small group discussion by sectors of WG on what key topics will be delivered to the participants for the next three years. Below are results of respective small group discussion of working group.

M&E Group: Strategy in 3 years

Objective	Outcomes	Indicator
1. To Review M&E guideline and use as key document for forum.	M&E guideline applied in CSO.	- M&E guideline up to date. - # of CSO applied (full & part).
2. To increase organizational management through M&E system.	- M&E system existed. - Organization management improve.	- # of organization has M&E system. - # of CBO/CSO skillful in M&E system. - # of CBO/CSO improving organizational/program management.
3. To strengthen WGs capacity	- M&E member WG increase M&E skills and deliver to CBO/CSO.	- # of M&E

Finance Group: Strategy in 3 years

1. Fundraising strategy
2. Financial sustainability
3. Procurement control
4. Internal control
5. Auditing
 - Quality of financial report
 - Management letter

Outcomes:

1. Understand about various sources of fund.
2. Create income generation activities (resource mobilization).
3. Strong (sound) organizational financial management.
4. Promote participatory approach during forum.
5. More specific topic.

HR Group: Strategy in 3 years

1. Key topic for 2016 – 2018
 - HR survey
 - HR strategies management
 - Policy development
 - Conflict of interest (internal control, code of conduct).

- Staff development (learning and development)
 - Inter-cultural management
 - Interpersonal skill
 - HR risk management
 - Succession plan / Talent management
 - Organizational Development
2. WG Advisory (Dr. Pen Sarak Pheap)
- Policy Developer
 - HR Mediator
 - Participation in formulation of labor related law and regulation.

ICT Group: Strategy in 3 years

1. ICT4D
2. Increase the use of social media for social impact
3. How ICT contribute to SDG & CSDG

Outcomes:

1. At least 10 LNGOs able to use ICT4D and apply them to their communities activities/works.
 - Friendly audio visual document (Capture screen shot)
2. At least 20% of communities effectively use social media and be able to create the content.

WG play more vital role:

- Train in CCC event outside P.P
- Orient the benefit of ICT to SMT/NGO leaders.

Session 4: Awarding

Appreciation letter has been issued and awarded to any working group member who has 2 years seniority with CCC's working group. Appreciation letters were handed by Mr. Khon Bunthong & Mr. Soeung Typo.

Session 5: Closing remark

Mr. Khon Bunthong, Head of Operation of CCC, thanked very much to all working group members who come to this workshop and willing to contribute value time to support CCC learning forum so far. Today workshop produced significant result and comment for us to further improve our work.

Workshop Evaluation

Regarding the consolidated result of evaluation form completed by the participants, most of them valued as good on the process, venue, logistics providing and organizer, and all of them (100%) said the duration of the forum is medium.

▪ *Some improvement points raised by participants as below:*

1. Should change the venue
2. Should start the even on time
3. Should be specific on each topic
4. Should provide more chance to discuss widely
5. Should send the report result and other documents to participant in advance

6. Should give clear objective and expected output of the forum.
7. Should have longer topic
8. In the meeting should have time keeper
9. Should have longer time
10. Should give a short brief about rational of the forum
11. In order to facilitate participants to discuss on the expected outcomes for next 3 years, we should have a session on program logic before that to make participant understand on how to design.
12. Should produce business card for all working group member

▪ *The below topics were raised by participants to be occurred in the next reflection workshop:*

1. More evidence base
2. The progress of working group/update
3. Show something good that have been done by the working group
4. Talent retention
5. Invite all working group member to join
6. Energizer game

III. Conclusion

In summary, this reflection workshop provided a great opportunity for working group to build stronger network and share experiences, challenges and comments on CCC learning forums for further improvement. We, CCC, as an organizer are very proud of this fruitful result. Furthermore, we commit to bring all suggestions to discuss more and implement to improve our service quality.

Annex:

Agenda

Time	Topics	Focal Persons
7:35 – 3:30 PM	<ul style="list-style-type: none"> • Welcome and opening remark. • Building close relationship • Session 1: Update of WG status and achievements supported by WGs and survey results • Session 2: Reflection on previous learning forums process and WG contribution • Session 3: Strategic learning outputs for next three years • Session 4: Awarding • Closing remark 	Mr. Khon Bunthong , Head of Operation, CCC. Ms. Sam Vaddthanak , Learning Officer, CCC. Mr. Lim Sokly , Learning specialist, CCC. Ms. Kay Lefevre , M&E Advisor, CCC. Soeung Typo , Research &Learning Manager, CCC.

The End!