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# **Module 2. Facilitator's Guide: Supplemental Human Rights- Based Approach Training for Family Planning Service Providers and Facility Managers**

*Human Rights-Based Approach to Voluntary  
Family Planning Training Package*

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## Introduction to Module 2

This module builds on the core human rights literacy training in Module 1 and adds content that is tailored to the needs of family planning (FP) service providers and facility managers. As in Module 1, it employs a mix of training methods, including presentations, discussions/participatory activities, and small group exercises, to develop participants' awareness of their responsibilities as human rights duty bearers, ensure they know what signs to watch for to indicate human rights vulnerabilities and possible violations, and what steps to take if and when these issues arise.

Module 2 establishes the knowledge base that prepares participants for the optional companion Module 2a, *Assessing and Strengthening Human Rights in Family Planning Information and Services*. This module guides participants through a systematic, three-step process to assess the status of human rights in their FP services and plan how to strengthen this essential aspect of their program.

## Workshop Objectives

By the end of the workshop, participants will be able to do the following:

1. Explain their responsibilities as human rights duty bearers
2. Identify desirable practices and behaviors that support clients' human rights
3. Explain how to routinely track human rights in service delivery and what to do when alleged or confirmed human rights violations arise

## Detailed Agenda

Time	Session Objectives/Content	Methodology
8:30–9:00	<b>Pre-Test</b>	<ul style="list-style-type: none"> <li>• Participants complete the pre-test</li> </ul>
9:00–9:45	<b>Session 1: Opening Session</b> <ol style="list-style-type: none"> <li>1. Welcome participants; housekeeping announcements</li> <li>2. Introductions</li> <li>3. Clarify why we are here: training objectives</li> <li>4. Refresh the key concepts covered in the basic rights literacy training</li> </ol>	<ul style="list-style-type: none"> <li>• Welcome and opening remarks from facilitator(s) and any local guest, if desired (10 minutes)</li> <li>• Participant introductions (15 minutes)</li> <li>• Presentation of workshop objectives (5 minutes)</li> <li>• Review key concepts covered in the core training; address any clarifying questions (15 minutes)</li> </ul>
9:45–11:15	<b>Session 2: Practicing What We Want to See in Service Delivery</b> <ol style="list-style-type: none"> <li>1. Identify the roles and responsibilities of service providers and facility managers as duty bearers of individuals' human rights</li> <li>2. Increase awareness of practices and behaviors that support and hinder clients' human rights</li> </ol>	<ul style="list-style-type: none"> <li>• PowerPoint presentation (15 minutes)</li> <li>• Two brainstorm activities designed to highlight desired provider and manager behaviors that support clients' human rights</li> <li>• Small group exercise: Analyzing Real-World Case Studies (15 minutes for each case study, for a total of 45 minutes) followed</li> </ul>

		by facilitated discussion (30 minutes)
11:15–11:30	<b>Break</b>	
11:30–12:40	<b>Session 3: Routinely Monitoring Human Rights in FP Service Delivery and Managing Concerns</b> <ol style="list-style-type: none"> <li>1. Increase awareness of how to use service delivery data to track human rights and identify “red flags” indicating that these rights may be compromised</li> <li>2. Increase awareness of what to do in the case of alleged or confirmed human rights violations</li> </ol>	<ul style="list-style-type: none"> <li>• PowerPoint presentation (2–3 minutes)</li> <li>• Brainstorm activity (15 minutes)</li> <li>• Small group exercise: Watching Out for Red Flags (20 minutes)</li> <li>• Brainstorm activity (15 minutes)</li> </ul>
12:40–1:15	<b>Session 4: Closing Session</b> <ol style="list-style-type: none"> <li>1. Review key messages</li> <li>2. Participant reflections and intentions</li> <li>3. Closing remarks</li> <li>4. Post-test</li> <li>5. Workshop evaluation</li> </ol>	<ul style="list-style-type: none"> <li>• PowerPoint presentation (5 minutes)</li> <li>• Elicit a sample of participants’ thoughts for ways to apply what they have learned (15 minutes)</li> <li>• Closing remarks from facilitator (5 minutes)</li> <li>• Participants complete the post-test and the workshop evaluation (10–15 minutes)</li> <li>• Adjourn</li> </ul>

## Session Guidance

The details and content for delivering Module 2 are provided in two companion pieces:

- First, this **Facilitator’s Guide** provides an overview of each session of the module, necessary advance preparation, required materials/resources, handouts for participants, and additional guidance for the facilitator, if any.
- Second, a corresponding **PowerPoint presentation** contains slides and further guidance for the facilitator in the notes sections for how to conduct each session.

This guide should be used as a resource to prepare for all module sessions, including by gaining an understanding of the purpose and process of the module and what advance preparation is required. During the delivery of the module, the notes sections in the PowerPoint presentation provide facilitation guidance and optional speaker notes. It is important to review these notes in advance to become familiar and comfortable with the material and to consider how you may wish to modify it.

Specifically, the notes section for each slide begins with **SLIDE CONTENT**, which describes the material featured on the slide to orient the facilitator. These are not speaker notes and should not be read aloud. Each notes section then features content under the header **[Presenting slide content]**. This section features guidance for the facilitator on how to deliver the entire slide, including the following:

1. Guidance on how to present any text on the slide—for instance, through prompts to summarize the content in his/her own words or read the slide text verbatim. In some cases, the facilitator is provided with “*Optional speaker notes*” in *italics*, with surrounding quotation marks (“”). Although these speaker notes are provided as a tool, it is recommended that the facilitator adapt them to reflect his/her own words and speaking style.

2. In cases in which there is a short participatory activity (e.g., a question for participant discussion, a brainstorm activity, an icebreaker, etc.) or a group exercise, PowerPoint slides feature instructions for participants as well as the time allotted for the activity. The description under **[Presenting slide content]** features additional instructions or considerations for the facilitator that are not visible to participants.

## Session 1: Opening Session (45 minutes)

### Overview

This session establishes the purpose and aims of the workshop and refreshes participants on the essentials of a human rights-based approach (HRBA) to voluntary FP as a basis for focusing on how to strengthen human rights in service delivery programs. The session includes opening remarks by a program official or other dignitary who has credibility with the group to set the stage and context for the workshop, followed by participant introductions.

### Advance Preparation

- Determine who will make the opening remarks and provide them with assistance, if needed, regarding the purpose of workshop.
- Prepare the package of materials for participants. These materials can be shared electronically, though printing may be preferred for the purposes of note taking. The materials consist of the following:
  - The **pre- and post-test**. If preparing hard copies, print twice the number of copies as there are participants. Participants will receive one copy as the pre-test and the second copy as the post-test.
  - The **agenda and the slide printouts**. The slide printouts include space for note taking.
  - The **handout for the small group exercise, “Analyzing Real-World Case Studies.”** A separate answer key is provided for the facilitator.
  - The **handout for the small group exercise, “Watching Out for Red Flags.”** A separate answer key is provided for the facilitator.
  - The resource brief, **“The Comprehensive Human Rights-Based, Voluntary Family Planning Program Framework.”**
  - The **workshop evaluation**.
- Set up a registration area where participants can sign in and receive participant materials.
- Decide how to have participants introduce themselves.
- Become familiar with the session content and the notes, which include optional speaker notes in some cases, as well as instructions for facilitating the session. Curate or develop your speaker notes and practice presenting.
- Provide support to the guest speaker, if any, with their opening remarks.
- Consider replacing certain pictures with others that may better resonate with your participants.

### Required Materials/Resources

- PowerPoint presentation and projector
- Flip chart, tape, and markers

- Name tags

## Handouts

- Pre-test
- Workshop agenda
- Slide printouts for participants to use for note taking/reference
- Handouts for the small group exercises, as noted above
- The resource brief, “The Comprehensive Human Rights-Based, Voluntary Family Planning Program Framework”

## Additional Guidance

- **Participant introductions:** There are different options for doing participant introductions, depending on the size of the group and what works best in your context. Some examples are as follows:
  - Ask participants to pair up and share a piece of information with each other (first job, favorite song or food, etc.). Each participant then introduces their partner to the group. Continue until all participants are introduced.
  - Ask each participant to state their name and what they want to learn during the workshop.
- **Meeting ground rules:** It is advisable to have some meeting ground rules to help maintain order during the workshop. If there is time, these can be generated by the group, or the facilitator can post some ground rules and ask participants to add any they think are missing. Examples of ground rules include the following:
  - Silence cell phones.
  - Return to sessions on time after breaks.
  - Do not take phone calls during sessions; if you must take a call, leave the room.
  - What else?

## Session 2: Practicing What We Want to See in Service Delivery (1 hour 30 minutes)

### Overview

During this session, participants will focus on their roles and responsibilities as duty bearers for clients’ human rights. In addition to two short brainstorm activities, participants will identify rights-supportive and rights-hindering behaviors in an exercise in which they analyze different case studies.

### Advance Preparation

- Become familiar with the session content and the notes, which include optional speaker notes in some cases, as well as instructions for facilitating the session. Curate or develop your speaker notes and practice presenting.
- Select three out of the four case studies in the handout to use in the exercise, based on what is most relevant to the local context. Review the case studies selected; consider the rights-related principles involved and what behaviors would be desirable to ensure that the client’s human rights are protected and fulfilled.

## Required Materials/Resources

- PowerPoint presentation and projector

## Handouts

- “Analyzing Real-World Case Studies” exercise handout

## Additional Guidance

None

## Session 3: Routinely Monitoring Human Rights in FP Service Delivery and Managing Concerns (1 hour 10 minutes)

### Overview

The focus of this session will be on how to routinely track human rights in service delivery, using readily available data. The session will highlight “red flags” to watch for—signs indicating that human rights could be compromised—and what to do if a red flag or confirmed human rights problem is identified. The session is highly interactive, with two brainstorm activities, a small group exercise, and a closing facilitated discussion.

### Advance Preparation

- Become familiar with the session content and the notes, which include optional speaker notes in some cases, as well as instructions for facilitating the session. Curate or develop your speaker notes and practice presenting.
- Become familiar with the brainstorm activities and exercise, including the suggested facilitator key messages provided within the notes sections of the PowerPoint slides (for the brainstorm activities and facilitated discussion), as well as the answer key for the small group exercise.

## Required Materials/Resources

- PowerPoint presentation and projector
- Flip chart, tape, and markers

## Handouts

- “Watching Out for Red Flags” exercise handout

## Additional Guidance

- **Tips for brainstorming:** Stimulate ideas with the questions provided in the slide notes. Clarify ideas as needed. Generate as many ideas as possible in the time available. Group similar ideas together to highlight common themes.

## Session 4: Wrap-Up, Individual Reflections and Intentions, and Workshop Closing (35 minutes)

### Overview

In this wrap-up session, the facilitator will reinforce key take-home messages and invite a sample of participants to share their intentions about how they will apply what they have learned to their work. The facilitator and guest, if any, will make closing remarks. The post-test and workshop evaluation should be administered at the conclusion of the session, after which the workshop is adjourned.

## Advance Preparation

- Become familiar with the session content and the notes, which include optional speaker notes in some cases, as well as instructions for facilitating the session. Curate or develop your speaker notes and practice presenting.
- Provide support to the guest speaker for their closing remarks, if any.

## Required Materials/Resources

- PowerPoint presentation and projector

## Handouts

- Post-test
- Workshop evaluation

## Additional Guidance

None

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This module is part of the comprehensive *Human Rights-Based Approach to Voluntary Family Planning Training Package*.

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The package has been developed with inputs from Lynn Bakamjian, Jan Kumar, Kaja Jurczynska, and Karen Hardee. A share of the content has been adapted from previous rights-focused training materials, notably the following:

FP2020. 2018. *Rights-Sizing Family Planning: A Toolkit for Designing Programs to Respect, Protect, and Fulfill the Rights of Girls and Women*. Washington, DC: FP2020.

FP2030, UNFPA, and What Works Association. 2021. *The Comprehensive Human Rights-Based, Voluntary Family Planning Program Framework: Brief*. Washington, DC: FP2030.

Kumar, J., L. Bakamjian, S. Harris, M. Rodriguez, N. Yinger, C. Shannon and K. Hardee. 2014. *Voluntary Family Planning Programs that Respect, Protect, and Fulfill Human Rights: Conceptual Framework Users' Guide*. Washington, DC: Futures Group.

The RESPOND Project. 2014. *Checkpoint for Choice: An Orientation and Resource Package*. New York: EngenderHealth/The RESPOND Project.

The content likewise has been curated based on insights and training experiences in Kaduna, Nigeria under the 2015–2017 Voluntary, Rights-Based Family Planning Project implemented by Palladium

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