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Module 3. Facilitator's Guide: Supplemental Human Rights- Based Approach Training for Family Planning Supervisors

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

Introduction to Module 3

This module builds on the core human rights literacy training in Module 1 and adds content tailored to the needs of those tasked with supervising healthcare workers responsible for delivering contraceptive information and services. This module is geared toward the external supervisor, a senior staff member of the Ministry of Health (usually at the district or subdistrict level), or nongovernmental organization whose responsibilities include oversight of a number of facilities. The external supervisor is distinct from the facility manager (or on-site supervisor). This module employs a mix of training methods, including presentations, discussions/participatory activities, and small group exercises. Its aim is to develop participants' awareness of their responsibilities as guardians of clients' human rights; guide them through a process to assess the extent to which their supervision practices consider a human rights perspective; and ensure they know the signs that indicate human rights vulnerabilities and possible violations, and what steps to take if and when they arise.

Workshop Objectives

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

1. Identify key supportive supervision principles
2. Explain a supervisor's responsibilities as a human rights duty bearer and issues to consider when using a rights-based lens for supervision
3. Identify actions (approaches and content) that support supervision of human rights-based, voluntary family planning (FP) service delivery, including what to do in case of alleged or confirmed human rights violations

Detailed Agenda

Time	Session Objectives/Content	Methodology
8:30–9:00	Pre-Test	<ul style="list-style-type: none">• Participants complete the pre-test
9:00–9:45	Session 1: Opening Session <ol style="list-style-type: none">1. Welcome participants; housekeeping announcements2. Introductions3. Clarify why we are here: training objectives4. Refresh the key concepts covered in the basic rights literacy training	<ul style="list-style-type: none">• Welcome/opening remarks from facilitator(s) and a local guest, if desired (10 minutes)• Participant introductions (15 minutes)• Presentation of workshop objectives (5 minutes)• Review key concepts covered in the core training; address any clarifying questions (15 minutes)
9:45–10:15	Session 2: Refresher on Key Concepts of Supportive Supervision <ol style="list-style-type: none">1. Refresh participants on the definition and basic principles of supportive supervision2. Distinguish between traditional and supportive supervision	<ul style="list-style-type: none">• PowerPoint presentation and discussion (20 minutes)• Small group exercise: Reality check – how supportive is your supervision? (10 minutes)

10:15–11:15	Session 3: Supportive Supervision through a Human Rights Lens—What to Look For <ol style="list-style-type: none"> 1. Identify the roles and responsibilities of supervisors as duty bearers of individuals' human rights 2. Identify what to look for when conducting supervision of rights-based voluntary FP 	<ul style="list-style-type: none"> • PowerPoint presentation and discussion (30 minutes) • Brainstorm activity to identify how supervisors can fulfill the role of duty bearer (15 minutes) • Second brainstorm activity to consider what participants would change in their supervision based on what they learned in Module 1 (15 minutes)
11:15–11:30	Break	
11:30–12:30	Session 4: Supportive Supervision through a Human Rights Lens—The Process <ol style="list-style-type: none"> 1. Explore how to conduct supervision of rights-based, voluntary FP services 2. Increase awareness of the importance of follow-up, including what to do in cases of alleged or confirmed human rights violations 	<ul style="list-style-type: none"> • PowerPoint presentation and discussion (30 minutes) • Small group exercise: Conducting provider and facility manager interviews to identify red flags (20 minutes) • Facilitated discussion (10 minutes)
12:30–1:00	Session 5: Closing Session <ol style="list-style-type: none"> 1. Review key messages 2. Participant reflections and intentions 3. Closing remarks 4. Post-test 5. Workshop evaluation 	<ul style="list-style-type: none"> • PowerPoint presentation (5 minutes) • Elicit a sample of participants' thoughts for ways to apply what they have learned (15 minutes) • Closing remarks from facilitator (5 minutes) • Participants complete the post-test and the workshop evaluation (10–15 minutes) • Adjourn

Session Guidance

The details and content for delivering Module 3 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 for 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 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 and can support the application of lessons in supervisors’ ongoing work.

Advance Preparation

- Determine who will make the opening remarks and provide them with assistance, if needed, regarding the purpose of the 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 exercise “Reality Check: How Supportive Is Your Supervision?”**
 - The **handout for the exercise “Conducting Provider and Facility Manager Interviews to Identify Red Flags.”** The exercise is accompanied by an answer sheet for the facilitator. If desired, this answer sheet can also be printed for participants and distributed after the exercise is complete.
 - The handout **“Sample Client Exit Interview Guide.”**
 - The resource brief, **“The Comprehensive Human Rights-Based, Voluntary Family Planning Program Framework.”**

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

Handouts

- Pre-test
- Agenda
- Slide printouts (if choosing hard copies) for all sessions within the module for participants to use for note taking/reference
- 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: Refresher on Key Concepts in Supportive Supervision (30 minutes)

Overview

This session is a refresher on supportive supervision to bolster the premise that supervision using a rights-based perspective will be more effective when practiced in a manner that fosters continuous improvement and problem solving. Participants will first have the opportunity to consider their own

supervisory practices during a short activity. The session then continues with a review of the principles and characteristics of supportive supervision as compared to traditional supervision.

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.

Required Materials/Resources

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

Handouts

- “Reality Check: How Supportive Is Your Supervision?”

Additional Guidance

None

Session 3: Supportive Supervision through a Human Rights Lens—What to Look For (1 hour)

Overview

The purpose of this session is to introduce participants to supervision using a human rights lens. It will focus on the role of the supervisor as a duty bearer of individuals’ human rights in FP services, including a short brainstorm exercise on supervisor responsibilities in this regard. The session also will refresh participants on the unique human rights vulnerabilities in FP (from Module 1). This section will be followed by brainstorming on what topics should be considered when conducting supervision using a human rights lens, in addition to what is already being covered during supervision.

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.

Required Materials/Resources

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

Handouts

None

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: Supportive Supervision through a Human Rights Lens—The Process (1 hour)

Overview

The focus of this session is to review how to incorporate a human rights lens into the routine process of supportive supervision. It builds on the previous session, which covers the content of supervision and reviews the supervision process, including four key processes within it, and how they can be used to identify and follow up on issues that need to be addressed.

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.
- Review the Response Key for Facilitators: Conducting Provider and Facility Manager Interviews to Identify Red Flags.

Required Materials/Resources

- PowerPoint presentation and projector
- Flip charts, markers, and tape
- Handouts

Handouts

- “Conducting Provider and Facility Manager Interviews to Identify Red Flags”
- “Sample Client Exit Interview Form”

Additional Guidance

None

Session 5: Closing Session (30 minutes)

Overview

In this wrap-up session, the facilitator will reinforce key take-home messages and invite a sample of participants to share their reflections on applying what they have learned in their work. The facilitator and guest speaker, if any, will make closing remarks. The facilitator should administer the post-test and workshop evaluation at the end of the session once 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.

Required Materials/Resources

- PowerPoint presentation and projector

Handouts

- Post-test

Additional Guidance

None

This individual module is part of the comprehensive Human Rights-Based Approach to Voluntary Family Planning Training Package. All modules can be found:
<http://www.whatworksassociation.org/human-rights-based-programming.html#training>.

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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.
