

Report for the First Round of the Capacity Building Programme for the Slovak patient organizations

Date: 26 – 28 October 2016

Location: Hotel Magnólia, Piešťany, Slovakia

Trainers: Anna Michalková (Seesame), Michaela Benedigová (Seesame),
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Content

- 1. Introduction**
- 2. Participants**
- 3. Agenda**
- 4. Conclusion of the first training session of Capacity Building Programme**
- 5. Evaluation of the CBP**
- 6. Capacity Building programme in pictures**

1. Introduction

The Capacity Building Programme took place on 26 – 28 October in Hotel Magnolia in Piestany.

The purpose was to deliver a capacity building training focusing on ethics and transparency, presentation and negotiation skills, advocacy and campaigning to selected 13 Slovakian patient organizations.

The main objective of the training was to strengthen the capacity of patient organizations in the above-mentioned areas, which were selected in consultation with the patient organizations, and based on their identified needs. This training programme was delivered in Slovak language.

Two certified trainers presented and trained during the session. The trainings were conducted in an interactive format, supporting also group work, which enhanced cooperation among the patient organizations. Practical tools were used in order to improve presentation skills, including cameras and video technology.

2. Participants

Patient Organizations	Seesame Trainers
1. Spoločnosť Parkinson Slovensko 2. Občianske združenie Odysseus 3. Nadacia na pomoc onkologickým pacientom 4. Liga proti reumatizmu na Slovensku 5. Lymfoma Slovensko 6. Otvorme dvere, otvorme srdcia (ODOS) 7. Združenie sclerosis multiplex Nádej 8. OZ Šťastie si ty 9. Zväz diabetikov Slovenska, ZO Levice 10. Slovenské združenie stomikov SLOVILCO 11. Spoločnosť psoriatickov a atopikov SR 12. OZ Omega (rep. of Liga za duševné zdravie) 13. Europacolon	Michaela Benedigová Anna Michalková Lenka Demovičová

3. Agenda

DAY 1 October 26

- Welcome Dinner with the topic of ethics and transparency (the role and importance of ethical and transparency frameworks in planning and implementing activities)

DAY 2 October 27

- Presentation skills (practical tools and methods to improve presentation skills)
- Campaigning (showcase, methods and principles of successful campaigns)

DAY 3 October 28

- Advocacy (advocacy tools and methods to implement the goals identified by patient organizations)
- Negotiation skills (negotiation techniques to effectively liaise with donors and partners, such as the Ministry of Health and/or health insurance companies)

Day 1 October 26

Ethics and transparency

The Training started after dinner with an interactive exercise. The aim of the exercise was to help the patient organizations (POs) to get to know each other: who is representing the organizations, what are the specific or unique information about the organizations etc. The POs also specified their expectations of the training module, which were summarized and then compared with the outcomes at the end of the training.

The first training was focused on ethics and transparency. The representative of AOPP, Petra Balážová, introduced the purpose of the training and the cooperation between AOPP and EPF. The main objective of the training was to learn about the role and importance of ethical and transparency frameworks in planning and implementing activities of the POs.

The representatives of Seesame, introduced their activities with patient organizations in Europe and their experience with the trainings of the POs in Hungary, Poland, Turkey and Czech Republic. This was meant to serve not only as an introduction, but also an inspiration for the POs, so that they are aware of the activities conducted by their counterparts in Europe.

Day 2 October 27

Block 1 - Presentation Skills

The POs had to prepare a brief presentation about their organizations. They had 15 minutes to prepare the presentation and five of them were selected to present their activities on the camera.

After the analysis of the recorded presentations, Seesame provided a presentation featuring practical tools, methods and recommendations on how the POs could improve their presentation skills. Seesame also went through the particulars necessary to be part of the each presentation. The theory was supported by video examples of good presentations (and presenters), speaking about health care topics (e.g. selected Slovak TED-X speakers talking about various healthcare topics). All of the presentations were interactive, engaging the POs in analyzing the videos, and asking them various questions.

After the break, POs were divided into two working groups: one group was asked to prepare presentations for potential donors, and the other for the Ministry of Health. . Both groups discussed how to set the goals of the presentation, how to develop the messaging, what is important to say, and how to present to the specific target group.

The POs prepared the presentations based on the specific aims and goals of their own POs. The representatives of both groups were then presenting while being recorded on the camera. The exercise was used in order to practice the presentation techniques and messaging. The recorded presentations were then analyzed by the entire group, and all of the participants gave feedback to each other during the exercise.

Block 2 - Campaigning

Seesame presented the theory of campaigning, focusing on the elements which make campaigns good. A set of best practices from both local and international campaigns were also presented to the POs. The campaigns were analyzed together with the POs, focusing on those aspects which are relevant for the campaigns of the POs.

The group was then divided into smaller groups of 3 - people, based on their previous experience with developing and leading campaigns. Seesame distributed a "Check list" of a good campaign. All of the groups discussed selected campaigns of their own POs, and evaluated them based on the provided check list. The trainers discussed the campaigns with each group and advised them how to design effective and successful campaign, and how to evaluate their impact.

DAY 3 October 28

Block 1 - Advocacy

Seesame presented the advocacy tools and methods, which should help the POs to develop their advocacy messaging, and reach their advocacy goals. The POs were introduced to a useful technique of the “funnel”, which the POs got to practice through an exercise, developing messaging on the topic: “Why is it important for POs to be part of the categorization committee at the Ministry of Health?”. The participants then practiced the techniques divided into two different groups:

Group 1: Prevention and early diagnosis should be the real priority for the Ministry of Health

Group 2: Psycho-social support should be a regular part of healthcare and it should therefore be reimbursed by state health insurance

The trainers facilitated both groups, helped with the message development, and gave feedback to the group members. Both groups then presented the outcomes of the exercises to each other, and lessons learned were noted for further activities.

Block 2 - Negotiation skills

The training was concluded by the session on negotiations skills. The session was done interactively, using a debating technique for negotiations. The POs were divided into two groups, one representing patient organization, the other Ministry of Health. A negotiation simulation was enacted on the topic: POs should be part of decision making processes (categorization committee) at the Ministry of Health. Seesame also provided the POs with theoretical presentation on negotiation skills, and a check list on what not to forget when preparing for a negotiation. Analysis of the simulation was also conducted.

4. Conclusion of the first training session of Capacity Building Programme

A total of 23 patient representatives were trained during the first round of the capacity building programme.

With regards to the next phase, the POs were asked to identify specific projects which they will prepare for training session II in February 2017. Coaching for the projects will be taking place in the interim period.

5. Evaluation of the Capacity Building Program

After the CBP, all the patient organizations were asked to provide us with feedback by filling out evaluation forms. The feedback we have received was very positive.

100 % of the respondents: program fulfilled their expectations

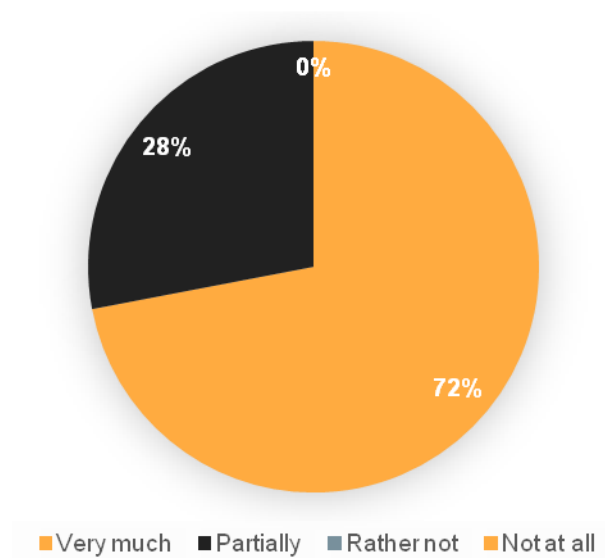
100 % of the respondents: satisfaction with the content and structure of the workshops

Positive feedback to the individual training modules:

100 % fully agreed that the workshop fulfilled their expectations

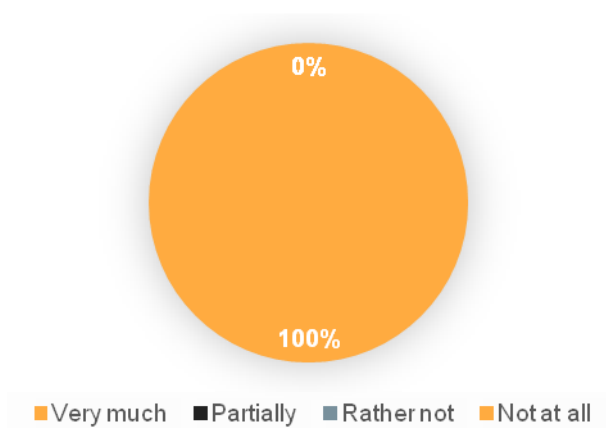
All of the participants stated that the acquired knowledge is very or partially applicable in their work.

Is the acquired knowledge applicable in your work?

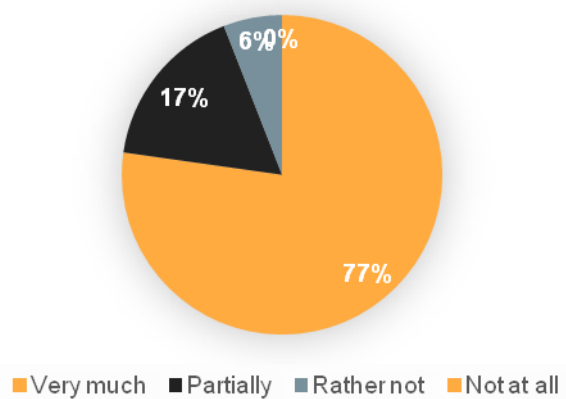


Participants appreciated the format of the training including presentation, individual assignments and collaborative assignment.

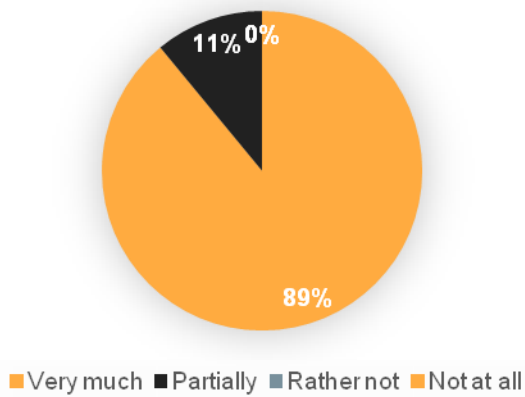
Presentation



Individual assignments



Collaborative assignment



Overall satisfaction

- „Attitude of the lectures was great and accommodating.”
- „Atmosphere was excellent, very creative and pleasant.”
- „The level of the lectures professionalism was very professional.”
- „The level of professionalism and benefits of individual modules was very professional.”

All of the respondents stated that thanks to the program they have gained important information and skills which they can use further in their organizations.

6. Capacity Building Programme in pictures

