

DA – PROCESS DOCUMENTATION WORKSHOP – ORCHHA

9-10 SEPTEMBER, 2004

Training Completion Report

Day 1

The Workshop commenced at 9:30 after registration. Vidya from the Training Division welcomed the participants and gave a brief introduction about the objectives of the workshops. After this the training team from New Concept comprising of Dr Yash Chauhan and Prachi Vaidya began the workshop with an introduction about New Concept and themselves.

ICE BREAKING GAME

THE PARTICIPANTS WERE ASKED TO COME AND PICK A CHIT EACH FROM THE TABLE AND THEN ACT LIKE THE ANIMAL THAT WAS WRITTEN ON IT. THE PARTICIPANTS WERE TO THEN FIND AND JOIN OTHERS DISPLAYING SIMILAR BEHAVIOUR. ONCE THE TEAMS WERE FORMED, THE MEMBERS WERE GIVEN 10 MINS TIME TO INTERACT WITH THEIR TEAM MATES AND GET A TO EACH OTHER, NAMES, ORGANISATION, AREA OF WORK AND INTERESTS. THE TEAM MEMBERS WERE THEN ASKED TO COME IN PAIRS AND INTRODUCE ONE ANOTHER.

INITIALLY THE PARTICIPANTS WERE A LITTLE RELUCTANT TO ENACT THE PART OF THE ANIMALS THAT THEY HAD PICKED (LION, CROW, DUCK, KOEL, FROG,). BUT AFTER ONE OR TWO WITH INITIATIVE TOOK THE LEAD, THE OTHERS ALSO STARTED PARTICIPATING. SOME DID NOT ACT BUT JUST CALLED OUT THE NAME OF THEIR CATEGORY.

THE AGENDA FOR THE TWO DAYS WAS OUTLINED TO THE PARTICIPANTS. IT WAS POINTED OUT THAT THE SCHEDULE WAS FLEXIBLE AND THE TRAINERS WOULD ACCOMMODATE THE NEEDS AND PACE OF THE TRAINEES. THE PARTICIPANTS WERE INFORMED THAT THE TRAINING WOULD BE CONDUCTED LARGELY IN HINDI WITH ENGLISH USED FOR SOME TERMS WHICH ARE MORE FAMILIAR IN THAT LANGUAGE.

MILY and Workshop documentation

Participants were also asked to volunteer for documenting the proceedings of the workshop on day one, capturing and presenting MILY (most important learning of yesterday). Shilpa volunteered to do the MILY and Prashant and Mangal for the documentation of proceedings.

PRESENTATION – WHAT IS DOCUMENTATION

AFTER THE INTRODUCTION OF THE GROUPS, DR YASH CHAUHAN MADE A PRESENTATION ON 'OVERVIEW OF DOCUMENTATION'. THIS COVERED THE SALIENT ASPECTS OF

DOCUMENTATION, NEED AND OBJECTIVES, DIFFERENT FORMS OF DOCUMENTATION AND THEIR STRUCTURES LIKE REPORTS, NEWSLETTERS, PICTORIAL BOOKLETS, DATA BOOKS ETC.

THIS WAS FOLLOWED BY AN INTERACTIVE SESSION IN WHICH PARTICIPANTS WERE ASKED TO LIST THE DOCUMENTATION NEEDS WITHIN THEIR ORGANISATIONS. THERE WERE A NUMBER OF QUESTIONS AS PARTICIPANTS SOUGHT TO UNDERSTAND THE DIFFERENCES BETWEEN THE VARIOUS FORMS OF DOCUMENTATION AND CLARIFIED THEIR DOUBTS.

ENERGISER

TO GET OVER THE AFTER LUNCH LETHARGY, A GAME WAS PLAYED. THREE PARTICIPANTS WERE ASKED TO VOLUNTEER. THREE BOTTLES WERE PLACED ON THE GROUND, 2 METRES APART. THE PARTICIPANTS WERE BLINDFOLDED AND ASKED TO WALK ACROSS, FROM ONE END TO THE OTHER.

THE FIRST PARTICIPANT WALKED STRAIGHT, KNOCKING DOWN ALL THE BOTTLES. THE SECOND ONE SPREAD HIS LEGS WIDE APART AND CROSSED, WHILE THE THIRD WALKED CRISS CROSS, TRYING TO AVOID KNOCKING THE BOTTLES.

THE BOTTLES WERE THEN REMOVED AND THE PARTICIPANTS, STILL BLINDFOLDED WERE ASKED TO WALK ACROSS AGAIN. ALL THREE TRIED DIFFERENT TACTICS TO AVOID THE BOTTLES.

AFTER CROSSING OVER THEY WERE ASKED TO REMOVE THE BLINDFOLD AND ASKED TO SHARE THEIR FEELINGS DURING THE GAME. THE OBSERVERS WERE ALSO ASKED TO INTERPRET THE GAME. MOST RIGHTLY SAID THAT WE ALL ASSUME CERTAIN THINGS AND ACT ACCORDINGLY. IT IS IMPORTANT TO KEEP AN OPEN MIND. ALSO OBSTACLES PRESENT LEARNING OPPORTUNITIES AND WE SHOULD NOT SHY AWAY FROM THEM.

PRESENTATION – OVERVIEW OF PROCESS DOCUMENTATION

THE SESSION BEGAN WITH THE PRESENTATION ON VARIOUS ASPECTS OF PROCESS DOCUMENTATION. IT FOCUSED ON THE IMPORTANCE OF PROCESSES IN DEVELOPMENT, AS OPPOSED TO IMPACT AND ACHIEVEMENTS AND WHY IT IS NECESSARY TO UNDERSTAND AND DOCUMENT PROCESSES. THE PRESENTATION ALSO DISCUSSED THE TARGET AUDIENCE FOR DOCUMENTATION, OUTSIDERS AND INSIDERS AND HOW THEY BENEFIT. AFTER THIS THE DIFFERENT COMPONENTS OF PROCESS DOCUMENTATION, CASE STUDIES, BEST PRACTICES, LIFE STORIES, PROCESS HISTORIES AND TIMELINES WERE PRESENTED AND DISCUSSED IN DETAIL.

Group work

The participants were asked to undertake group exercises on different forms of documentation. The groups were the ones that were formed in the morning during the ice breaking sessions. Groups chose their own forms and were asked to prepare an outline structure for the documents, taking a example or project which they were familiar with.

The trainers moved around the groups observing the interactions and also facilitated the groups in the process of developing the structure.

The groups selected to work on the following formats

⑩ **MONITORING REPORT**

⑩ Process Document

⑩ **PROPOSAL**

⑩ Case Study

⑩ **TRAINING REPORT**

⑩ Seminar Report

PRESENTATION OF GROUP WORK

DUE TO LACK OF TIME, ONLY TWO GROUPS WERE ABLE TO MAKE THEIR PRESENTATIONS ON DAY ONE. THE REMAINING FOUR GROUPS MADE THEIR PRESENTATIONS ON THE NEXT DAY.

Day 2

THE SECOND DAY STARTED WITH THE VOLUNTEERS SHARING THE MILY AND PROCESS DOCUMENTATION OF THE FIRST DAYS PROCEEDINGS.

MILY and Workshop documentation by volunteers

Shilpa presented the MILY depicted on a chart paper using moderation material.

Mangal and Prashant presented a brief overview of the proceedings of Day 1 also using chart paper. Though they were both staying at different venues, during breakfast both of them worked together on the documentation.

The efforts were appreciated by all the other participants and they felt that everything had been captured and presented well.

THE FIRST SESSION WAS THE CONTINUATION OF THE PRESENTATION OF THE GROUP WORK BY THE REMAINING GROUPS. ONE GROUP PRESENTED THE PROPOSED SEMINAR REPORT INSTEAD OF THE POST SEMINAR REPORT. THIS WAS POINTED OUT BY MOST OF THE PARTICIPANTS.

Group Photograph

After tea, all the participants were requested to assemble for a group photograph with the banner in the background. The participants were asked to place their orders along with payment for copies, which were delivered after lunch.

PRESENTATION – COMPUTER AIDED DOCUMENTATION

PRACHI TOOK THE SESSION ON COMPUTER AIDED DOCUMENTATION. THIS PRESENTATION COVERED THE TECHNICAL ASPECT OF DESIGN AND LAYOUT TO ENHANCE REPORTS, DIFFERENT COMPUTER SOFTWARE AND THEIR USES, PRE-PRESS AND PRINTING PROCESS.

AN IMPORTANT AND EFFECTIVE SUB MODULE IN THIS WAS THE TOPIC OF PHOTO

DOCUMENTATION. THIS FOCUSED ON THE IMPORTANCE OF USING PHOTOGRAPHS TO AUGMENT THE WRITTEN REPORT, TIPS ON TAKING GOOD PHOTOS, ETC.

AFTER LUNCH, MOST PARTICIPANTS REQUESTED THAT THE WORKSHOP BE CLOSED AT 4 PM AS SOME OF THEM HAD TO CATCH TRAINS IN THE EVENING AND THEY HAD TO LEAVE FOR THE STATION BY THAT TIME.

THE TRAINERS SAID THAT THE POST LUNCH SESSION COULD FOCUS ON MINUTES AND MEETINGS OR IF THEY FOUND IT USEFUL, A MODULE ON PRESS RELATIONS COULD BE CONDUCTED. MOST OF THE PARTICIPANTS FELT THAT THE SESSION SHOULD BE ON MEETINGS AND MINUTES AS THAT IS SOME THING ALL OF THEM HAVE TO PREPARE.

MEETINGS AND MINUTES

AFTER LUNCH A MOCK MEETING WAS ORGANISED WITH VOLUNTEERS CONDUCTING A MEETING ON THE TOPIC, "ROLE OF NGOs IN EMPOWERMENT OF WOMEN." TWO PERSONS IN THE OBSERVER GROUP VOLUNTEERED TO TAKE THE MINUTES OF THE MEETING.

MANGAL WAS SELECTED AS THE CHAIRPERSON AND VIJAY KUMAR AS SECRETARY. EACH PARTICIPANT WAS GIVEN TWO MINUTES TIME TO INTRODUCE AND PRESENT THE INITIATIVES TAKEN BY THEIR ORGANISATION IN WOMEN'S EMPOWERMENT.

AFTER THIS THE FORUM DISCUSSED HOW THEY COULD CREATE A CORE GROUP UNDER PACS TO WORK TOGETHER FOR WOMEN'S EMPOWERMENT. THEY FORMULATED THEIR AGENDA AND AGREED TO MEET AGAIN FOR THE NEXT MEETING AND MAKE THIS AN ONGOING FEATURE.

AFTER THE MEETING, THE MINUTES WERE READ OUT. THE PARTICIPANTS POINTED OUT THE GAPS IN THE MINUTES AND ALSO LAUDED THE GOOD POINTS. THEY ALSO REVIEWED THE WAY THE MEETING WAS CONDUCTED.

SESSION ON PROCESS DOCUMENTATION STRUCTURE

THE PARTICIPANTS WERE VERY KEEN THAT A TYPICAL PROCESS DOCUMENTATION STRUCTURE FORMAT BE WORKED OUT, SO THAT THEY COULD BE VERY CLEAR ABOUT IT. THE TRAINERS CLARIFIED THAT THERE WAS NO FIXED STRUCTURE FOR A PROCESS DOCUMENT AND IT WOULD DEPEND ON A NUMBER OF FACTORS, INCLUDING THE NATURE OF THE PROJECT, REQUIREMENTS OF THE TARGET AUDIENCE, ETC. THE TRAINERS FACILITATED THE PARTICIPANTS TO WORK OUT THE STRUCTURE IN A LOGICAL MANNER. PRASHANT DUBEY VOLUNTEERED TO WRITE THE FORMAT ON THE BOARD.

Evaluation

The participants were given the workshop evaluation sheets to fill and submit. Most of them shared that the two days were not adequate for the workshop and more time should have been budgeted. This would have enabled them to undertake field exercises and then undertake process documentation.

OVERALL COMMENTS BY TRAINERS

BOTH THE TRAINERS FELT THAT THE ALL THE PARTICIPANTS WERE SINCERE AND EAGER TO LEARN. THOUGH THEY CAME FROM DIFFERENT STATES AND HAD VERY DIVERSE EXPERIENCES AND QUALIFICATIONS, THERE WAS A LOT OF PARTICIPATION AND HEALTHY INTERACTION. A POSITIVE POINT WAS THAT NO REGIONAL OR OTHER CLIQUES WERE FORMED AND THE PARTICIPANTS CHOSE TO STICK TO THE ORIGINAL HETEROGENOUS GROUPS THAT WERE FORMED ON THE FIRST DAY. THE TEAM MEMBERS WERE VERY SUPPORTIVE OF EACH OTHER, GIVING EVERYONE AN OPPORTUNITY TO VOICE THEIR OPINIONS.

MOST OF THE PARTICIPANTS WERE VERY KEEN TO LEARN AND GAVE INPUTS THAT HELPED TO TAILOR THE TRAINING TO THEIR NEEDS. THEY WERE CLEAR THAT WHEN THEY WENT BACK, THEY SHOULD BE ABLE TO DOCUMENT BETTER AND PUT INTO PRACTICE THE LEARNING FROM THE FIELD. AS A RESULT, FOR THE GROUP WORK, THEY CHOSE TO WORK ON EXERCISES THAT WERE RELEVANT TO THEIR NEEDS, SUCH AS PROPOSAL WRITING, TRAINING REPORT AND EVALUATION REPORTS.

A COMMON FEEDBACK FROM THE TRAINEES WAS THAT THE TRAINING SHOULD HAVE BEEN LONGER THAN TWO DAYS AND SHOULD HAVE INCORPORATED A FIELD VISIT. THIS WOULD HAVE MADE THE WORKSHOP MORE EFFECTIVE AND RELEVANT.