**Remote Field Crisis Management**

Session Title: 1.1 Welcome and Introductions

Duration: 45 minutes

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| **Aim of the session** | | To familiarise participants with each other, the trainer(s), the course requirements, key expectations and ground rules for activities. | |
| **Objectives:**  By the end of this session participants will be able to:   * List some key learning objectives for the course * Identify participants expectations for the course. * Articulate the behaviour they expect of each other during the course. | | | |
| **Key Learning points:**  *(no more than 5 key messages per session)* | | | |
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| **Timing** | **What to do and say *(methodology)*** | | **What you need *(resources)*** |
| 10’ | **Slide 1 & 2:**  Welcome and trainer(s) introduce themselves and EISF. Housekeeping announcements. | |  |
| 15’ | Participants introduce themselves. This could be done in one of the following ways:   * Throw a ball around and ask participants to introduce themselves. * Pair participants up and ask them to introduce each other. * Use participant information forms. | |  |
| 20’ | **Slides 3 & 4:** Work through the aims and objectives, as well as the agenda. Use slide 4 to clarify that the course will deal with crisis from an *organisational* perspective, not from a individual staff security perspective, nor from a beneficiary security perspective. Furthermore, be sure to highlight the ‘remote management’ aspect of the course at this point. This training is not about traditional crisis management response. Rather, the course if meant for those who will deal with a crisis or management ‘remotely’. For the purposes of this training, ‘remotely’ means that the Crisis/Incident Management Team (CMT or IMT) will not be in the country where the crisis is (Syria in 2014 is a perfect example), thus the crisis will be managed remotely, often by in-country staff who are not CMT members, but are staff on the ground at the time.  Expectations: In order to deal with participants expectations, ask participants to consider two questions about the course ahead:   1. What is one thing I hope will happen during this training? 2. What is one thing I hope won’t happen during this training?     These could be written on two different colour sticky notes and then stuck onto flipcharts. Trainer should group the will/won’t happen sticky notes, summarise and clarify points regarding expectations. It is likely that a number of this will arise about behaviour (e.g. behaviour, punctuality), content (e.g. this is not a personal security training), and concerns (e.g. confidentiality).  **Slide 5**: Use ‘Chatham House Rules’ slide to highlight the need for confidentiality and solicit agreement amongst participants. | | Flipchart, markers and sticky notes |

**Supporting information for facilitators:**

*(Include notes, models, background information, etc. to support facilitators in delivering this module.)*

**IMPORTANT:**