

Appendix D

Sample Training Agendas

Agenda for Orientation to the Quality Improvement and Facilitative Supervision: One Day

Day/Time	Session	Time
Morning	1. Welcome and Introduction	40 min.
	2. Defining Quality Services: Fundamentals of Care	1 hour, 20 min.
	3. A New Approach to Supervision; Roles, Tasks, and Characteristics of Facilitative Supervisors; Basic Skills Needed: Communication Techniques; Mentoring and Coaching; Giving Constructive Feedback	1 hour, 45 min.
	Total time	4 hours²
Lunch Break		
Afternoon	4. Warm-Up	10 min.
	5. Basic Skills Needed (continued): Leadership Skills Building	35 min.
	6. Supervision and System Support for Quality Services	40 min.
	7. The Role of Supervisors in Assuring Safety of Clinical Techniques and Procedures: Conducting Medical Monitoring	1 hour, 20 min.
	8. Providing a Mechanism for Ongoing Quality Assurance; Making the Change in Quality Sustainable	45 min.
	9. Evaluation and Closing	25 min.
	Total time	3 hours

²All “total times” include times for a 10–15 minute break. Trainers will decide when to schedule these breaks, based on local preferences and needs of the training process.

Agenda for Three-Day Training Course

Day 1		
Day/Time	Length of activity	Activity
8:30–9:55	1 hour, 25 min.	Introduction: Opening remarks Introduction of participants and trainers: work in pairs Ground rules; Expectations; Goals and objective for the course; Logistics, Precourse assessment.
9:55–10:30	35 min.	Defining quality services, exercise
10:30–10:45	15 min.	Tea break
10:45–11:25	40 min.	A new approach to supervision
11:25–12:00	35 min.	Fundamentals of care; use of the Fundamentals of Care Resource Package
12:00–1:00	1 hour	The roles of supervisors in ensuring informed and voluntary decision making
1:00–2:00	1 hour	Lunch
2:00–2:10	10 min.	Warm-up
2:10–3:30	1 hour, 20 min.	Assuring safety for clinical techniques and procedures; the role of supervisors
3:30–3:45	15 min.	Tea break
3:45–4:40	1 hour, 15 min.	Assuring safety for clinical techniques and procedures; the role of supervisors (<i>cont.</i>)
4:40–4:50	10 min.	Overview of day's activities
4:50–5:00	10 min.	Reflection of the day
Day 2		
8:30–8:45	15 min.	Reflections from Day 1; Questions and answers
8:45–9:30	45 min.	Supervisors' use of data for decision making
9:30–10:30	1 hour	Leadership; leadership styles; facilitative supervisors build vision and trust
10:30–10:45	15 min.	Tea break
10:45–12:15	1 hour, 30 min.	Building leadership skills: recognition, motivation, work climate, tips for leading staff
12:15–1:00	45 min.	Leading staff through change; characteristics of effective and successful facilitative supervisor
1:00–2:00	1 hour	Lunch
2:00–2:10	10 min.	Warm-up
2:10–3:00	50 min.	Supervision and system support for quality services
3:00–3:15	15 min.	Introduction to communication skills for effective supervision
3:15–3:30	15 min.	Tea break
3:30–4:40	1 hour, 10 min.	Communication skills (<i>cont.</i>)
4:40–4:50	10 min.	Overview of day's activities
4:50–5:00	10 min.	Reflection of the day

Agenda for Three-Day Training Course (*cont.*)

Day 3		
Day/Time	Length of activity	Activity
8:30–8:45	15 min.	Reflection from Day 2; Questions and answers
8:45–9:25	40 min.	Working effectively with staff: stages of group development, characteristics of effective groups; building the team
9:25–10:45	1 hour, 20 min.	Team building and mentoring skills: types of feedback; giving/receiving constructive feedback
10:45–11:00	15 min.	Break
11:00–11:15	15 min.	Team building and mentoring skills: transferring skills; coaching the staff
11:15–1:00	1 hour, 45 min.	Involving all staff in the QI process: introduction to COPE (mock exercise)
1:00–2:00	1 hour	Lunch
2:00–2:10	10 min.	Warm-up
2:10–3:15	1 hour, 5 min.	Developing future plans for supporting quality family planning services (including long-acting and permanent methods); presentation of the plans
3:15–3:30	15 min.	Tea break
3:30–3:50	20 min.	Review of the course
3:50–4:05	15 min.	Course evaluation
4:05–4:35	30 min.	Closing ceremony, awarding of certificates

Agenda for Five-Day Training Course (includes practice supervisory visit)

Day 1		
Day/Time	Length of activity	Activity
9:00–10:25	1 hour, 25 min.	Introduction: Opening remarks Introduction of participants and trainers: work in pairs Ground rules; expectations; goals and objectives for the course; logistics; precourse knowledge and needs assessment
10:25–11:00	35 min.	Defining quality services
11:00–11:15	15 min.	Tea break
11:15–11:45	30 min.	A new approach to supervision
11:45–12:10	25 min.	The fundamentals of care
12:10–1:00	50 min.	Fundamentals of care: Use of Fundamentals of Care Resource Package
1:00–2:00	1 hour	Lunch
2:00–2:10	10 min.	Warm-up
2:10–3:30	1 hour, 20 min.	Ensuring informed and voluntary decision making
3:30–3:45	15 min.	Tea break
3:45–4:40	55 min.	Assuring safety for clinical techniques and procedures
4:40–4:50	10 min.	Overview of day's activities
4:50–5:00	10 min.	Reflection of the day
Day 2		
8:30–8:45	15 min.	Reflections on Day 1; questions and answers
8:45–10:30	1 hour, 45 min.	Assuring safety for clinical techniques and procedures (<i>continued</i>)
10:30–10:45	15 min.	Tea break
10:45–12:00	1 hour, 15 min.	Using data to assure the quality of medical services
12:00–1:00	1 hour	Building leadership skills: Leadership styles
1:00–2:00	1 hour	Lunch
2:00–2:10	10 min.	Warm-up
2:10–3:00	50 min.	Leadership skills: Building vision and trust
3:00–3:15	15 min.	Tea break
3:15–4:10	55 min.	Leadership skills: Recognition and motivation: tips for leading staff
4:10–4:50	40 min.	Supervisors influence the work climate
4:50–4:55	5 min.	Overview of day's activities
4:55–5:00	5 min.	Reflection of the day

(continued)

Agenda for Five-Day Training Course (cont,)

Day 3		
Day/Time	Length of activity	Activity
8:30–8:45	15 min.	Reflections on Day 2; questions and answers
8:45–9:35	50 min.	Leading staff through change; links to the larger system, and the roles of supervisors
9:35–10:30	55 min.	Supervision and system support for quality services
10:30–10:45	15 min.	Tea break
10:45–11:00	15 min.	Supervision and system support for quality services (<i>continued</i>)
11:00–12:30	1 hour, 30 min.	Building communication skills
12:30–1:00	30 min.	Team building and mentoring skills: Stages of group development; Characteristics of effective groups; Building a team
1:00–2:00	1 hour	Lunch
2:00–2:10	10 min.	Warm-up
2:10–2:40	30 min.	Team building and mentoring skills: Building a team (<i>continued</i>)
2:40–3:15	35 min.	Team building and mentoring skills (<i>continued</i>): Giving constructive feedback
3:15–3:30	15 min.	Tea break
3:30–4:30	1 hour	Team building and mentoring skills (<i>continued</i>): Giving constructive feedback
4:30–4:55	25 min.	Orientation to a practice supervisory visit
4:55–5:00	5 min.	Reflection of the day
Day 4		
Morning Session: Participants are divided into two groups. Groups conduct practice supervisory visits at two facilities.		
Afternoon Session: Participants are back in the training room		
3:00–4:45	1 hour, 45 min.	Participants discuss in their groups the results of the practice visit; each group prepares a report and an action plan on a practice supervisory visit. Groups present results and engage in group discussion.
4:45–5:00	15 min.	Reflections of the day

(continued)

Agenda for Five-Day Training Course (*cont.*)

Day 5		
Day/Time	Length of activity	Activity
8:30–8:45	15 min.	Reflections on Day 4
8:45–9:40	55 min.	Team building and mentoring skills (<i>continued</i>): Encouraging people to work together; Dealing with personalities and solving conflicts
9:40–10:15	30 min.	Team building and mentoring skills (<i>continued</i>): Mentoring and coaching skills
10:15–10:30	15 min.	Tea break
10:30–10:45	15 min.	Planning and conducting meetings
10:45–12:30	1 hour, 45 min.	Developing future plans
12:30–1:00	30 min.	Review of the course
1:00–1:15	15 min.	Postcourse assessment
1:15–1:30	15 min.	Course evaluation
1:30–2:30	1 hour	Lunch