



**InterWorks**  
supporting development & disaster management

## **KCOC Workshop Report**

### **Sphere Field School - Lebanon**

**Zahle, Lebanon 4 - 7 November 2019**

Draft report submitted by Jim Good, 12 November 2019

## **1. Executive Summary**

The four-day Sphere Field School workshop was held from 4-7 November in support of the Korean NGO Council for Overseas Development Cooperation (KCOC) and was facilitated by trainers from InterWorks and Sphere. The workshop was held at the Grand Kadri Hotel and a field practicum was conducted at three humanitarian field programme sites for Syrian refugees in Zahle, Lebanon. Workshop logistics and overall administration was done by KCOC. Participants included national staff of international and local NGOs and international staff from KOICA, KCOC, and NGOs.

The workshop agenda and sessions were adapted from the 2018 Sphere Training Package materials and modified to suit the Lebanon refugee emergency context and program focus of the 13 Sphere Field School participants. The final agenda was agreed with KCOC, Sphere, and InterWorks to best accommodate the needs of the participants. Workshop evaluations conducted at the end of the event indicate that the overall design of the course was appropriate and beneficial for the group.

The workshop and all materials were provided in English. The most challenging aspect of the event was a language barrier for approximately one third of the participant group who had limited ability to converse in English, although all could read and process information from English into Korean. This issue was addressed primarily through reduced speed and increased clarity of presentation, along with peer support from other participants to act as on-the-spot translators when required. Pairing of native language-oriented working groups also helped in facilitating discussions in small working groups (which held discussions in English, Arabic, or Korean, depending on the makeup of each group). Presentations to the larger plenary were usually made by more fluent English speakers.

**The event was successful and can be repeated as a model template for other locations**, with required modifications to meet specific program focus and local context. Participants evaluated the workshop overall as between “good” (15%) and “very good” (85%) with “very good” being the highest rating possible. Overall logistics and coordination of all sessions went smoothly and the training team, administration coordinator, and site field location coordinators worked very well together to produce a seamless and integrated event.

## **2. Venue & Training Materials**

The workshop was held at the Grand Kadri Hotel in Zahle. The conference room facilities were appropriate for our needs and supported with working AV equipment and flipcharts as requested. The main workshop room was large enough to accommodate this group of 13 participants. If this venue is used for future training events with more participants, however, a larger plenary room would be required. The hotel accommodations and meals were good and appropriate for the event.

Core training materials included the 2018 Sphere Handbook, the INEE Minimum Standards for Education: Preparedness, Response, Recovery, and the 2014 Contextualized INEE Minimum Standards for Lebanon. Session PPTs and exercises were primarily derived from materials in the 2018 Sphere Training Package.

### 3. Organization of Workshop and Facilitation Team

The workshop was designed by Jim Good from InterWorks, LLC and co-facilitated by Jim Good and Tristan Hale - the Sphere Learning and Training Manager. Hannah Kwon from KCOC managed administration, logistics and coordination of the workshop. Hee Jin Kim from the Miral Foundation in Zahle also provided background information and liaison support prior to and during the field practicum, as did the World Vision participant in the workshop. The workshop followed the pre-agreed agenda as shown in Annex 1. The field school visit timetable was developed on-site with project hosts and is included in Annex 2.

### 4. Evaluation of Workshop Content and Process

#### Participants' learning objectives

During the first session, participants were each asked to provide 1 main personal learning objective for the workshop. These were listed as:

- Learn what's happening in Lebanon
- Learn first steps in transparency and professionalization (for our organization))
- Learn a lot
- Learn humanitarian language
- Learn about education for children (in emergencies)
- Learn about NGO programs
- Learn What Sphere is (two people listed this as their objective)
- Connect Sphere and education
- Learn how to orient mind/attitude to working with refugees
- Learn ho to use the Sphere Handbook
- Learn what else is needed

At the end of the workshop the participants were asked to vote by show of hands whether or not each of these objectives were met. **All objectives were noted as well met, save one** concerning learning about education for children. After some discussion, this one was noted as not being sufficiently met.

#### Open-ended group evaluation exercise results

During the last working session, participants were asked in small groups to develop evaluative comments regarding the workshop. They were specifically asked to formulate 3 positive and 3 negative statements about the workshop which were then voted on in plenary by all participants. The table below shows the results of the exercise and the percentage of the full group in agreement or disagreement with each statement. **Positive comments with more than 80% agreement are shown in green; negative comments that received more than 80% agreement are indicated in red.**

AGREEMENT	POSITIVE STATEMENTS	DISAGREEMENT
100%	Contents of the curriculum are clear and practical	0%
73%	The Project site visit let us understand deeply about the refugee and humanitarian projects	27%
100%	Instructors were skillful, encouraging, and engaging	0%
100%	The training was well organized – good time management.	0%
100%	The field visit was very impressive and well organized	0%
100%	The presentation of the content by itself is very strong and the facilitators were very good.	0%
100%	Teachers have great teaching skills and encouraged students' participation	0%
100%	Everything was right on schedule – Special thanks to Hannah who organized all logistics!	0%

90%	It was a great chance to visit real field (schools)	10%
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AGREEMENT	NEGATIVE STATEMENTS	DISAGREEMENT
56%	If there is a chance, we should have visited an organization in compliance with the Sphere standards as it would deepen our understanding.	44%
64%	After lunch we need more break time to refresh our brain.	36%
100%	Due to roadblocks, (some) registered trainees couldn't make it to the training.	0%
100%	The lighting should be better (in the training room)	0%
45%	The smoking smell across the session room was a problem.	55%
20%	We needed more time to stay together (explained to mean a recommendation to add one more day)	80%
56%	It would be better if we learned the 4 different technical sectors in detail	44%
40%	It would be better if there was translation (language barrier issue)	60%
100%	It was difficult at the girls' youth school program to do the interview. More preparation and small group interviews would be better.	0%

Analysis of the table above shows that participants were generally satisfied with the workshop and field practicum. Main concerns and negative evaluative comments concerned the general situation in Lebanon and physical limitations of the training room. The negative comment concerning the preferability of conducting the field assessments in smaller groups, rather than plenary, for the field visit to the adolescent girls' program is noted and agreed by the organizers as well.

### Participants' on-line evaluation results

The following section is derived from the participants' online evaluations, submitted immediately at the end of the workshop. The questions in bold font are those posed by the survey.

#### Overall, how would you rate the event?

ANSWER CHOICES	RESPONSES	
Very Poor	0.00%	0
Poor	0.00%	0
Neutral	0.00%	0
Good	15.38%	2
Very Good	84.62%	11
<b>TOTAL</b>		<b>13</b>

**Rate your level of satisfaction with the following aspects of this event.**

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Date(s)	0.00% 0	0.00% 0	7.69% 1	38.46% 5	53.85% 7	13	86.54
Venue	0.00% 0	0.00% 0	0.00% 0	30.77% 4	69.23% 9	13	92.31
Pre-event information	0.00% 0	0.00% 0	23.08% 3	61.54% 8	15.38% 2	13	73.08
Organization	0.00% 0	0.00% 0	7.69% 1	7.69% 1	84.62% 11	13	94.23
Price	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Content	0.00% 0	0.00% 0	0.00% 0	7.69% 1	92.31% 12	13	98.08
Materials	0.00% 0	0.00% 0	0.00% 0	15.38% 2	84.62% 11	13	96.15
Length of course	0.00% 0	0.00% 0	0.00% 0	15.38% 2	84.62% 11	13	96.15
Event/Venue staff	0.00% 0	0.00% 0	0.00% 0	23.08% 3	76.92% 10	13	94.23
Catering (meals)	0.00% 0	0.00% 0	15.38% 2	15.38% 2	69.23% 9	13	88.46

For each of the following topics, select the answer that best describes your increase in knowledge during the event.

	NO INCREASE	SOME INCREASE	MODERATE INCREASE	SIGNIFICANT INCREASE	GREAT INCREASE	N/A	TOTAL	WEIGHTED AVERAGE
Sphere essentials including the Humanitarian Charter	0.00% 0	0.00% 0	7.69% 1	46.15% 6	30.77% 4	15.38% 2	13	81.82
Protection Principles	0.00% 0	7.69% 1	7.69% 1	46.15% 6	30.77% 4	7.69% 1	13	77.08
The Core Humanitarian Standard (CHS)	0.00% 0	0.00% 0	7.69% 1	30.77% 4	46.15% 6	15.38% 2	13	86.36
Key terms and concepts (humanitarian language)	0.00% 0	0.00% 0	15.38% 2	53.85% 7	23.08% 3	7.69% 1	13	77.08
Assessment (preparation and field exercise)	0.00% 0	0.00% 0	7.69% 1	38.46% 5	38.46% 5	15.38% 2	13	84.09
MEAL (Monitoring, Evaluation, Accountability and Learning)	0.00% 0	7.69% 1	23.08% 3	23.08% 3	38.46% 5	7.69% 1	13	75.00
INEE (Education standards)	0.00% 0	0.00% 0	7.69% 1	46.15% 6	38.46% 5	7.69% 1	13	83.33
Analysis (of assessment results)	0.00% 0	0.00% 0	23.08% 3	38.46% 5	30.77% 4	7.69% 1	13	77.08
Advocacy	0.00% 0	0.00% 0	23.08% 3	30.77% 4	38.46% 5	7.69% 1	13	79.17

As a result of attending this event I am more confident and better prepared to meet the relevant challenges in my professional life.

ANSWER CHOICES	RESPONSES
Strongly disagree	0.00% 0
Disagree	0.00% 0
Neutral	0.00% 0
Agree	69.23% 9
Strongly agree	30.77% 4
<b>TOTAL</b>	<b>13</b>

The content presented reflected the course description and met the stated objectives.

ANSWER CHOICES	RESPONSES	
Strongly disagree	0.00%	0
Disagree	0.00%	0
Neutral	0.00%	0
Agree	46.15%	6
Strongly agree	53.85%	7
<b>TOTAL</b>		<b>13</b>

Which of the following best describes the difficulty level of the content presented?

ANSWER CHOICES	RESPONSES	
Too advanced	7.69%	1
Just right	84.62%	11
Too basic	7.69%	1
<b>TOTAL</b>		<b>13</b>

Please choose your level of agreement with each statement. The (first) instructor...

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
...treated students with respect	0.00% 0	0.00% 0	0.00% 0	15.38% 2	84.62% 11	13	96.15
...made students feel welcome to ask questions	0.00% 0	0.00% 0	0.00% 0	23.08% 3	76.92% 10	13	94.23
...could answer questions well	0.00% 0	0.00% 0	0.00% 0	23.08% 3	76.92% 10	13	94.23
...communicated clearly	0.00% 0	0.00% 0	0.00% 0	30.77% 4	69.23% 9	13	92.31
...effectively used the time available	0.00% 0	0.00% 0	0.00% 0	23.08% 3	76.92% 10	13	94.23
...was enthusiastic and engaging	0.00% 0	0.00% 0	0.00% 0	23.08% 3	76.92% 10	13	94.23
...completed the objectives outlined in the description	0.00% 0	0.00% 0	0.00% 0	30.77% 4	69.23% 9	13	92.31

Please choose your level of agreement with each statement. The (second) instructor...

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
...treated students with respect	0.00% 0	0.00% 0	0.00% 0	23.08% 3	76.92% 10	13	94.23
...made students feel welcome to ask questions	0.00% 0	0.00% 0	15.38% 2	15.38% 2	69.23% 9	13	88.46
...could answer questions well	0.00% 0	0.00% 0	15.38% 2	15.38% 2	69.23% 9	13	88.46
...communicated clearly	0.00% 0	0.00% 0	7.69% 1	23.08% 3	69.23% 9	13	90.38
...effectively used the time available	0.00% 0	0.00% 0	0.00% 0	30.77% 4	69.23% 9	13	92.31
...was enthusiastic and engaging	0.00% 0	0.00% 0	7.69% 1	38.46% 5	53.85% 7	13	86.54
...completed the objectives outlined in the description	0.00% 0	0.00% 0	7.69% 1	38.46% 5	53.85% 7	13	86.54

## Annex 1 Workshop Agenda

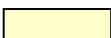
### Sphere Field School - Lebanon

#### 4-Day Workshop on Improving Humanitarian Response with Sphere

4-7 November 2019

Time	Friday - 4 <sup>th</sup>	Saturday - 5 <sup>th</sup>	Sunday- 6 <sup>th</sup>	Monday - 7 <sup>th</sup>
08:30	Arrival & Registration	Participants Gather	Participants Gather	Participants Gather
09:00	1.1 Welcome to Sphere and the Humanitarian Charter	2.1 Assessment and Analysis (STP 13)	3.1 Field school briefing  10:00 Travel to 3 project sites & conduct field assessment/interviews, followed by late lunch.	4.1 Review – Findings on Meeting the Core Humanitarian Standards
10:30	Break	Break		Break
11:00	1.2 Protection Principles and the Core Humanitarian Standards	2.2 Sphere and MEAL (STP 14)		4.2 Review – Findings on Meeting the Sphere and INEE Standards
12:30	Lunch	Lunch		Lunch
13:30	1.3 What Are We Saying? Investigation of Key Terms and CHS Concepts	2.3 Contextualised INEE Standards for Education Programmes in Lebanon		4.3 Advocacy – Realising the Full Potential of Sphere (STP 19)
15:00	Break	Break		Break
15:30	1.4 Concepts to Action: Practical Illustrations of Following the Sphere Approach	2.4 Preparation for Sphere Field School Activities	Return to hotel by 16:30	4.4 Wrap-Up & Evaluation
				Closing
17:00	Adjourn	Adjourn	Adjourn	Adjourn

Color coding legend – who does what

	Tristan leads
	Hannah leads
	Jim leads
	Team/Field Hosts co-lead with workshop team

## Annex 2 Field Practicum Timetable

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### Sunday 6 November – Sphere Field School Site Visit Timetable

Time		Activity
08:30	09:00	Participants gather at hotel/training venue
09:00	10:00	Briefing for field visit & revisions to team assessment questions
10:00	10:30	<b>Bus moves to project site #1 – Miral elementary school for young children</b>
10:30	10:45	Briefing by Miral Program Manager on-site
10:45	11:45	Sphere field school teams interview in turn; parents, students, manager/teachers
11:45	12:00	<b>Bus moves to project site #2 – Miral training program for adolescent girls</b>
12:00	13:00	On-site tour of program activities followed by interview with girls in plenary
13:00	13:30	<b>Bus moves to project site #3 – World Vision pre-school program</b>
13:30	14:30	On-site briefing by World Vision staff and tour of facility with Q & A
14:30	15:00	Bus moves to restaurant for late lunch
15:00	16:00	Lunch
16:00	16:30	Bus returns to hotel/training venue & adjourn

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