

**ACE FTCB WORKSHOP**  
**June 25-30, 2011**

**Summary & Some Analysis of  
Participants' Evaluation**

**Overall level of satisfaction with the workshop:**

- |                                      |                         |
|--------------------------------------|-------------------------|
| ▪ Extremely Satisfied:               | ▪ 94.1% of participants |
| ▪ Very Satisfied:                    | ▪ 5.9% of participants  |
| ▪ Satisfied, Neutral & Dissatisfied: | ▪ 0% of participants    |

**REACTION LEVEL**

**Participants particularly liked the following**

- The workshop was very organized and showed excellent administrative and logistical effort.
- The atmosphere was warm, welcoming and inclusive of everyone which allowed participants the “space” to actively interact and learn from each other and engage wholeheartedly in all activities.
- Everyone - participants, ACE Team, facilitators and organizers – had positive attitudes, commitment, resolve, and cooperative spirit. Teamwork was obvious among all.
- The topic of the workshop itself was a powerful motivator: “*Active Citizenship Engagement for Good Governance – Facilitation Training and Capacity Building.*” Applying the AEDM to implementation of the ACE Strategy concepts, principles and entry points is an excellent fit. This would facilitate introducing the Strategy and putting its different concepts into practice through simple, well studied tools that would allow for its transfer to a large number of citizens
- The facilitators and trainers were a highly specialized, helpful and coherent team who worked in harmony, presented a good model, and were able to transfer to participants much of their knowledge and skills.
- Although most participants were experienced trainers and facilitators; yet, the FTCB presented a new “learning by doing,” interactive methodology that provided excellent and varied facilitation examples, exercises and tools.
- Although the workshop was difficult and intense, yet it was cheerful and fun.
- The knowledge, skills and “points of reference for new attitudes” in this workshop were highly valued.
- Learning and dialogue about the ACE Strategy; and designing sessions to apply the Strategy as a whole, particularly the civic values and valuing diversity.
- Using peoples’ experiences in application of the Strategy’s concepts, principles and entry points. Implementing this Strategy in Egypt will help achieve important and needed change, particularly at this critical time in the country’s history
- Reflection practiced by facilitators as well as reflection by participants during the different exercises
- Effective questioning techniques
- New experiences – new energizers

**What participants did not like, and some suggestion for improvement**

- Language: split participants into 2 rooms – one for English and one for Arabic
- Time: 5 consecutive days are too long to be away from work; the days were too long & exhausting; meanwhile, more time was still needed to complete exercises and activities
- Numbers: too many participants for this type of workshop
- Strategy: more “in depth” work on the Strategy is needed- give training on the ACE Strategy itself, followed by training on facilitation of its implementation
- Agreement on a vision or plan for “what’s next”

- Keeping records of activities, exercises done and recommendations for future reference
- Explanation of the FTCEB folder and its tools
- More practice of the “reflection cycle” and “appreciative inquiry”
- The closure of the final day resulted in excellent bonding, but was too long and could have been shortened

### **LEARNING LEVEL**

#### **The most significant things participants learned in the workshop**

- Civic values and the need to spread these values in communities
- Civic engagement and finding out how I can actually be an active citizen
- ACE Strategy and ACE tools
- The adult education model is a powerful entry point for social change. Application of adult learning techniques, designing adult learning workshops and using practical facilitation methodologies, skills and participatory processes and tools
- Dialogue, negotiation skills, giving feedback and the reflection cycle
- Assessment: PSA, FSA and needed SKAs
- Being more positive in trying to achieve goals

### **CHANGE & TRANSFER LEVEL**

#### **Ways in which the learning from this workshop made/can make a difference for participants professionally and/or personally**

- Applying active citizenship: review the work we do, include civic engagement & integrate civic values throughout all of our activities, and reduce conflict to a minimum by practicing the civic values
- Live with the civic values and spread them. Start with yourself first then family, work and finally the community
- Gained a new mindset and new knowledge, skills and tools.
- Remember basic principles when dealing with complex problems
- Apply the SKAs learned in this workshop in designing cultural programs, and in planning more grounded projects
- Learned how to accept others’ points of view, control my reactions, wait, listen and give time and space for my colleagues
- My skills as, already, a trainer and facilitator are significantly enhanced
- Inspiration, creativity and learning from experience are important in training
- Be positive and responsible and transfer the learning to others
- Correctly utilize dialogue. It is a vital and valuable tool
- Try to work with 1 or more co-facilitator(s) depending on the number of your participants

#### **ACE initiatives participants are considering**

- Design a workshop on active citizenship engagement & civic values. Learning and practicing the civic values will decrease violence among kids at schools
- Engage labor in our neighborhood with active citizenship through art; monitor improvements through cooperation of neighbors and understanding and practicing of the civic values
- Transfer the civic values, Ace Strategy and other things I learned in this ACE FTCEB workshop to 10 of my colleagues at work
- Spread the Strategy – facilitate learning the ACE Concepts for 200 youth volunteers in college
- I am richer with ACE information
- Implement the civic values among my staff first then assess effect on performance
- Integrate the civic values in everything
- Model the civic values and talk about them and the ACE Strategy everywhere

- Promote the right of access to information and social justice
- Practice tolerance in real life situations
- Participate in facilitation of workshops on ACE
- Use adult education techniques and the experience-learning methodology in facilitating training workshops
- Evaluate with focus on transfer level

### **FOLLOW-UP and RECOMMENDATIONS**

- More facilitating training and capacity building workshops (FTCBs)
- Hold a follow-up workshop (3 days) on ACE itself with additional 2 days on planning training
- Have a workshop on modification and implementation of ACE tools
- Do refresher courses
- Need more on how to manage differences/diversity and work with everyone
- Need more on barriers and constraints people face in applying the concepts of ACE
- Need more on practicing the reflection cycle
- Discussing the ACE Team's plan to implement the Strategy across communities
- Discussion awareness-raising for NGOs/CSOs on active citizenship engagement for good governance
- Exploring possibilities of CSOs networking together
- Start an ACE network by building and activating a team from this workshop
- Have regular meetings for us every 3 months
- Have follow-up social networks from this group
- Report back what you applied, assess change achieved and connect through facebook to share, and discuss problems or ask for help
- The final workshop report