

Session name: Essentials of Effective Grievance Management					
Duration: 90 min					
Hours/ Time	Topic/ Activity	Method and description of activity flow	Training materials needed (egg. Hand-outs, PPTs, Video, etc.)	Materials needed	Trainers
90 min	Essentials of Effective Grievance Management	<p>Case Study</p> <p>Build a case study that illustrates a Grievance Management process within a realistic context and situation (it can come in the form of a file that includes all types of data, even short films, interviews, etc.). You can use a real case you are familiar with and change some data, information in such a way that you ensure anonymity and confidentiality. Make sure the information is concise and participants will manage to read through everything in the allocated time. It could be helpful to provide a case that illustrates an ineffective grievance management process, and invite participants to explore the causes of ineffectiveness.</p> <p>Provide all the case-study documents to participants and invite them to individually analyze it through the lens of all the information already received during the course and to assess the effectiveness of the Grievance Management process.</p> <p>Alternative: Build the case study in such a way that there is a plot and a character that needs to make a decision within the grievance management process. Participants should analyze the situation and decide on what this person should do in order to ensure an effective grievance management process.</p> <p>Gather participants in small groups to share opinions and perspectives. Each small group will share in plenary their main conclusions.</p> <p>Note: If you consider it more appropriate, you can move directly from the individual analysis to the plenary discussion, without including the small-group analysis and sharing. Make a decision based on the learning flow, time constraints, and participants' profile.</p> <p>Facilitate a plenary discussion in which participants discuss these conclusions and share their opinions.</p> <p>Highlight key concepts and issues that arise and summarize with a short input. Provide further information through handouts and additional sources (video, websites, further case studies, etc.)</p> <ul style="list-style-type: none"> ● Individual analysis of the case – 20 min ● Group discussion – 20 min ● Plenary conclusions and discussion – 30 min ● Input – 20 min 	Case study PPT with input on Effective Grievance Management	Laptop, screen, projector	2 trainers to support the individual and small-group work in terms of process, clarifications, etc.