

13 wok mak you need to put into practice if you want to facilitate a specialist's visit in a way that meets the Standard

FACILITATE A SPECIALIST'S VISIT

in a way that meets the Standard

(The PNG National Standard for Community Development Workers)

To learn more about how meet the Standard (much more) go to pngcdwstandard.com and download CDW Coursebook 7 Facilitate a Specialist's Visit



1. Support and encourage effective participation and inclusion during the activities

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No matter what the job is you have come to do, it is very important that as many people as possible are involved in community activities (not just the leaders and key people). This is the principle of participation. Participation by everyone in the group (1) makes the work more successful, (2) supports inclusive development (equality), and (3) grows goodwill and trust *namel long ol*.

Inclusive development means that people from groups that are normally left behind or excluded also participate and benefit from community activities – especially women, youth, and people living with a disability. This is the principle of inclusion.

The kumul needs two wings to fly
People with disabilities need the chance to fly
The next generation needs to learn how to fly

But participation (and inclusion) only helps to *strongim sindaun* if everyone who comes to the activities is encouraged to participate **effectively**. *Nogut ol ikam kona kona tasol. Nogut ol ikam sindaun nating*. During the activities, everyone needs to be supported and encouraged to get involved and share their ideas.

- ✓ Make sure everyone understands how they will benefit from the activities
- ✓ Help everyone to feel comfortable and supported
- ✓ Think about how to get everyone involved when you prepare your work plan.
- ✓ Have rules to encourage women, youth, and people living with a disability to participate
- ✓ Select the least powerful and least confident to take on responsibility
- ✓ Get the most powerful and confident to step back
- ✓ Use inclusive language. *Noken tok "man" - tok "manmeri"*.
- ✓ Consider having a translator
- ✓ Have a woman or youth or person living with a disability as co-facilitators
- ✓ Make sure the timing suits everyone
- ✓ Welcome babies and children
- ✓ Use small group activities and role plays to help people feel comfortable
- ✓ Select an appropriate venue
- ✓ Have good clean toilets and water (and food)
- ✓ Get key people to help everyone get involved and share their ideas
- ✓ Make it clear that it is okay to make mistakes
- ✓ Move around the venue
- ✓ Use local materials that are familiar to the participants
- ✓ Acknowledge the contribution of everyone at the end of the activities
- ✓ Discuss with the specialist how they can also support and encourage effective participation and inclusion



2. Encourage key people to take the lead during the activities

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PNG needs people *long ples* who know how to be Community Development Workers. We need people *long ples* who know how to facilitate a specialist's visit. *Yumi nidim stret.*

- 1 **Before you do something**, sit down with key people and explain what will happen and why it is necessary. Adults learn best when they know what is going to happen.
- 2 **When you do something**, encourage key people to observe you, and tell them what they need to learn. Adults learn best when they know what they are supposed to be learning.
- 3 **When you do something**, encourage key people to take the lead. Adults learn best when they have a chance to learn by doing. See if you can encourage them to take the lead and do it.
- 4 **After you have finished**, sit down with key people and go back over what you did together. Adults learn best when they have a chance to go back over what they learned. Revision.

When you facilitate a specialist's visit, there are many ways you can encourage key people to take the lead during the activities. For example:

- ✓ Ask key people to explain the purpose of the specialist visit
- ✓ Ask key people to explain how the information the specialist collects will be used
- ✓ Ask key people to explain what methods and equipment the specialist will use
- ✓ Ask key people to take the lead when discussing roles and expectations
- ✓ Ask key people to help explain what the specialist found out
- ✓ Ask key people to explain why it is important to support and encourage everyone to participate (especially people from groups that are normally left behind or excluded).
- ✓ Ask key people to *go pas* to develop rules for everyone during the *kibung*.
- ✓ Ask key people to do smaller jobs, like leading the prayer or keeping track of time or acting as a translator.
- ✓ Ask key people to be your assistant – this doesn't mean they take the lead, but they are up in front of everyone gaining confidence and experience. You may find that as they get confidence and experience, they will want to lead.
- ✓ Discuss with the specialist how they can also encourage key people to take the lead



3. Communicate effectively and respectfully during the activities

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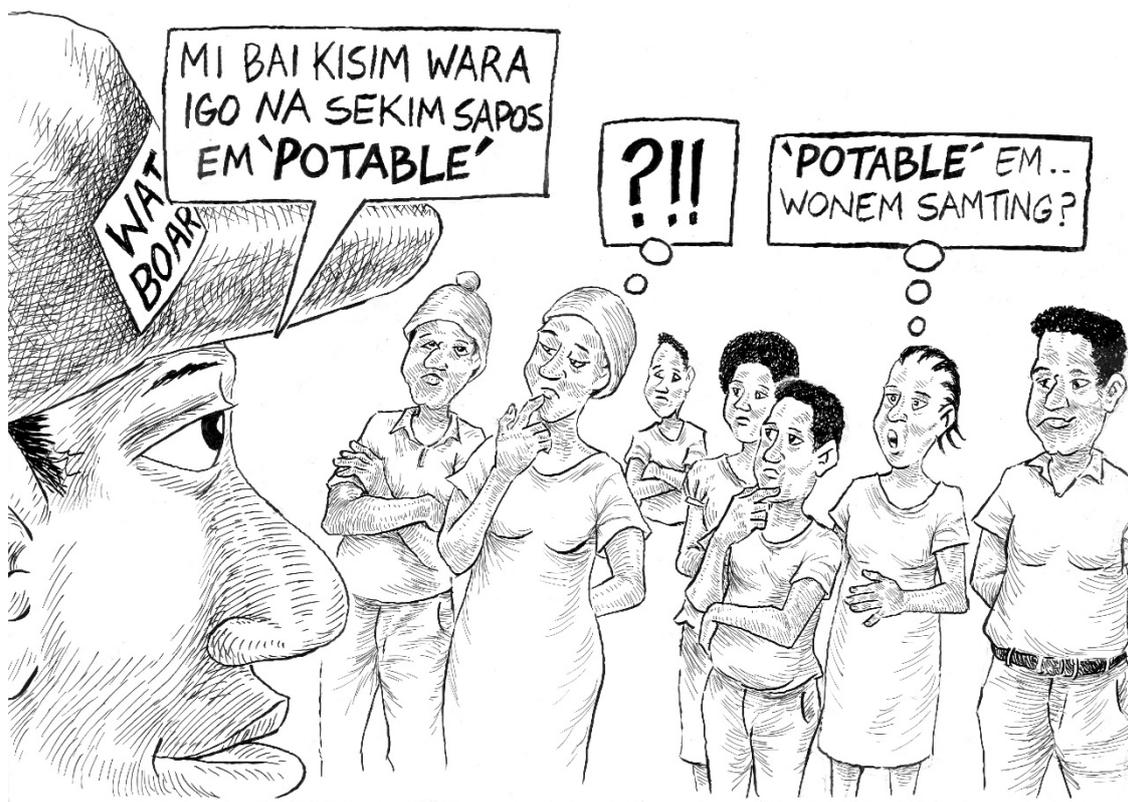
For a Community Development Worker to do their job in a way that meets the Standard they need to be able to communicate effectively and respectfully during the activities – and they need to be able to help the specialist communicate effectively and respectfully.

You are communicating **EFFECTIVELY** when everyone understands you and you understand them.

You are communicating **RESPECTFULLY** if everyone feels like they are being treated as an adult.

Some of the key things you need to try and do to communicate effectively and respectfully are:

- ✓ Speak clearly and loudly enough to be heard
- ✓ Use *tok piksa* and *tok bokis* to help people understand
- ✓ Use a language that everyone understands (use a translator if necessary)
- ✓ Be careful to not talk down to adults – talk to adults as equals
- ✓ Look confident and encouraging (body language and facial expressions)
- ✓ Use butcher paper and other materials if you think they will help you communicate
- ✓ Use two-way communication - take turns to talk and give people time to respond
- ✓ Don't use big words that are too complicated (and try and make sure the specialist doesn't use big words that are too complicated). Don't use expensive English. Make an effort to use words that everyone will understand. This might mean you have to find out what the jargon and expensive words mean yourself. If people have to use their *kru pumkin* to understand your words then they are not using their *kru pumkin* to understand what you are talking about. In PNG there is a big gap opening up between formally educated elites who know the jargon and expensive English (and like to show it) and the majority of people who don't. You can help to close this gap by not using jargon and expensive words. If you do this then you will win the respect of everyone you work with. Be humble.



4. Work in a way that is appropriate to local culture during the activities

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When you facilitate a specialist's visit (or when you do any work in a community), you need to try and fit in with local *kastom*. The *kastom* that you need to fit in with might be different depending on who you are. Put yourself in their shoes, and think about how they will see you. *Yu husat?* Male or female? Younger or older? Married or single? Dressed-up or casual? *Nambis o hailans?*

PNG has more different cultures than any other country in the world. We are the best people in the world at showing respect for *kastom*. The people you are working with will respect you no matter who you are – as long as you show respect for them.

And discuss with the specialist how they can also work in a way that is appropriate to local culture.



5. Discuss with the group the purpose of the specialist's visit, including what information needs to be collected, how it will be used, and how the group or community might benefit

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The role of a CDW during a specialist's visit is to work in a way that meets the National Standard, so that the key people and their group or community are IN CONTROL.

To make sure the key people and their group or community are IN CONTROL, most CDWs begin the job of facilitating a specialist's visit with a community *kibung*. A meeting with everyone puts *olgeta toktok long ples klia* so that the key people and their group or community have their eyes opened.

When you begin the community *kibung* (after the prayer and *tok welkam*) you should discuss with the group the purpose of the specialist's visit, including what information needs to be collected, how it will be used, and how the group or community might benefit.

It might be that most people already know what the specialist is doing, but it is still good to discuss it again with everyone. *Statim wantaim klia tingting. Ai op.* If everyone understands what the specialist is doing, and how they or their community could benefit, it is far more likely that everyone will support the specialist.



6. Review with the group the plan for collecting the information and the methods and equipment that will be used

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The role of a CDW during a specialist's visit is to work in a way that meets the National Standard, so that the key people and their group or community are IN CONTROL. For the key people and their group or community to be IN CONTROL, you should review with the group the plan for collecting the information (and make changes if necessary). If the key people and their group or community are able to review (and influence) the plan for collecting information, then it will be a better plan.

A good time to put this *wok mak* into practice is during the community *kibung* at the start. During the community *kibung* you should also help the specialist to explain the methods and equipment that will be used. If people don't understand what methods and equipment the specialist will be using it can cause suspicion and distrust. There can be confusion. Problems grow in darkness. Let the sunshine in. *Ples klia*.

If possible, demonstration the equipment that the specialist will be using. Best.



7. Confirm with the group that they consent to the visit going ahead, and if not discuss what should be done next

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The role of a CDW during a specialist's visit is to work in a way that meets the National Standard, so that the key people and their group or community are IN CONTROL. For the key people and their group or community to be IN CONTROL, you should confirm that everyone gives their consent for the visit to go ahead (and if not discuss what should be done next). Doing this shows respect. *Pasin.*

A good time to do this is during the community *kibung* at the start. Check to make sure that men and women and youth all agree that the visit should proceed. And if they don't agree that the visit should proceed, discuss what should be done. Maybe they need more information first? Maybe they have a concern which needs to be addressed? Maybe the visit needs to be postponed? Maybe it just can't go ahead – in which case discuss what the consequences could be if the visit could go ahead. *Ples klia.*



8. Discuss roles and expectations with the group

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The role of a CDW during a specialist's visit is to work in a way that meets the National Standard, so that the key people and their group or community are IN CONTROL. For the key people and their group or community to be IN CONTROL, it is important to discuss roles. Who will do what? A good time to do this is during the community *kibung* at the start.

	The role of a CDW during a specialist's visit is to make sure the key people and their group or community stay IN CONTROL.
	The role of the specialist is to collect information in a way which makes sure the key people and their group or community stay IN CONTROL.
	The role of key people is to assist the CDW and the specialist and to represent the interests of their group or community.
	The role of everyone in the group or community is to cooperate with their key people, the CDW, and the specialist.

And it is also important to discuss expectations. Who expects what? *Ples klia*. Make sure that everyone has realistic expectations. For example, some members of the group or community might expect that the specialist will pay them if they help the specialist to collect the information. It may be that they will be paid – fine – but it is important to *putim long ples klia*.



If you can, ask the key people to *go pas* to discuss roles and expectations during the *kibung*. They should know about roles and expectations because *luk olsem* you discussed it together during community entry. And don't forget that encouraging key people to take the lead is a *wok mak* that you need to *inapim* if you want to work in a way that meets the Standard.



9. Help the specialist and the group to address any problems or issues while the information is being collected

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Luk olsem everything is now ready for the specialist to begin the work of collecting the information. Time to end the community *kibung* at the start. When you end the *kibung*, make sure you tell everyone that after the specialist has collected the information there will be a final *kibung* to *putim long ples klia* what the specialist found out, and to discuss what will happen next.



Time for the specialist to begin the work they have come to do. But when the specialist begins to collect the information it is very important that the key people and their group or community **STAY IN CONTROL**.

For the key people and their group or community to **STAY IN CONTROL**, they need to be involved with solving any problems or issues while the information is being collected. *Wok mak em olsem*.

There are always problems or issues while the specialist is collecting the information they came to collect. An emergency might occur and someone has to leave. A piece of equipment breaks. The key to the *haus sik* has gone missing. Mobile reception is down. Heavy rain. Miscommunication. Bee sting. *Kain kain*.

If you tell people what to do (to solve a problem or issue) then look out. If the solution doesn't work *ol bai kam bek long yu*. You can give *stia*. *Em orait*. But always make sure that it is not you (or the specialist) who makes the decision about how to address problems or issues that involve the group or community – it should be the key people who make the decisions. Never forget, it is not your job to solve any problems or issues. It is your job to help everyone find a solution. If there is no solution *ino asua bilong yu!*



10. Assist the specialist, after the information is collected, to explain to the group what was found out and respond to questions

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Luk olsem facilitating a specialist's visit is like a sandwich. *Ino olsem tasol wankain*. You start the work with a community *kibung* (so that the key people and their group or community are IN CONTROL). The specialist then does the work they came to do. And then at the end you finish the work with another community *kibung* (so that the key people and their group or community STAY IN CONTROL).



You start the work with a community *kibung* (so that the key people and their group or community are IN CONTROL) of the specialist's visit.

Then you help the specialist do the work they came to do (and help solve any problems or issues).

Then at the end of the specialist's visit you finish the work with another community *kibung* (so that the key people and their group or community STAY IN CONTROL).

During the community *kibung* at the end, you should assist the specialist to explain to the group what was found out and respond to questions.

Often the specialist will need to examine what they have collected first (at their office or laboratory) before they know what the information means. For example, the water samples might need to be analysed at a laboratory or the household census information will need to be typed into a computer and analysed. If this is the case then you need to explain how the specialist will need to examine the information (at their office or laboratory) before they know what the information means.



If the specialist needs to examine what they have collected first (at their office or laboratory) then when they have finished, it is very important for the specialist (or the CDW) to return (or contact the key people) and explain what they found out. The key people and their group or community have a right to know. They need to STAY IN CONTROL.



11. Confirm what the next steps following the visit will be, who will be responsible for making them happen, and who to contact for more information

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Before you finish you need to discuss with the group what happens next. Next steps and who will be responsible for making them happen, and who to contact for more information.

The community *kibung* at the end is a good time to do this.

There will be next steps for the specialist. There will be next steps for the Community Development Worker. There will be next steps for the key people and their group or community. *Putim long ples klia.*

And when you talk about next steps, you need to be clear who will be responsible for making them happen. Point fingers. Accountability. Accountability is *pasin bilong mekim wok bihainim mak na skelim wok bihainim mak*. Being measured (and measuring other people) against what they are supposed to be doing.



To *inapim* this *wok mak* you also need to make sure that the key people (and their group or community) know who to contact after the visit for more information. You don't need to give your mobile numbers to everyone and anyone – but make sure the key people know how to get in contact. This shows respect. *Pasin.*



12. Discuss how or if the visit was useful, and ways it could be improved

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The *wok mak* from the National Standard says you need to discuss how or if the visit has been useful, and ways it could be improved.

It is always important to find out if the work you did to help the group was useful. Learning from experience is the best teacher, but only if you make the effort to learn lessons.

Before you finish the specialist's visit, always discuss how or if the visit has been useful. You can ask everyone in the *kibung* at the end of the visit. Nice. However, most Community Development Workers like to sit down just with the key people and ask them for feedback. *Em tu orait*.



13. Thank the group, without rushing, and explain again the purpose of the visit

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The final wok mak you need to *inapim* when you facilitate a specialist's visit is easy, but very important!

- ✓ Thank the group, without rushing. *Lusim ol wantaim gutpela pasin.*
- ✓ And explain again what the purpose of the visit was. *Lusim ol wantaim klia tingting.*



The kumul needs two wings to fly

1

A husband is blind to some things. A wife is blind to some things. If you have a husband and wife together *ai op i stap* then you have the full story. *Tingim gaden. Sapos mama tasol wok long glasim gaden em bai lus tingting long ol wok gaden bilong man. Sapos papa tasol glasim gaden em bai lus tinging long pat bilong meri. Long glasim gut gaden tupela marit mas sanap ai op i stap.*

2

To *stretim sindaun bilong femili* both husband and wife need to support each other. *Sapot Sapot. Yu wan yu laik kirapim senis em save hat. Holim han na wokabout wantaim marit bilong yu long mekim senis i kirap.*

3

To *stretim sindaun bilong femili* you have to *stretim sindaun bilong mama*. *Yu stretim sindaun bilong mama, bai yu stretim sindaun bilong femili tupela wantaim.* In PNG, many families and groups and communities are flying with one wing. *Papa em flai pinis. Planti mama painim hat. Pikanini gel tu bai panim hat luk olsem.* Women do not have the same choices and opportunities to fly. They get held back. We need to help women fly. And to help women fly they need to be involved whenever decisions are made because only women know best what will help women and girls to fly.

1

Look at the two married couples below. *Tingim nau PNG.* Which married couple will be more successful? Why? *Skelim gut*

2

Look at the two married couples below. Which married couple will have sons and daughters that grow up to be more successful in future PNG? Why? *Skelim gut.*



Luk olsem a successful married couple is a 'team'. Igat tripela mak bilong soim klia tupela marit stap olsem 'tim'. Wan they both have their eyes open. Tu they are holding hands sapot sapot. Na tri they are both flying.