



Pashe Achhi

Telecommunication Model



Basic Training Guideline

May 2020



Telecommunication Basic Training Guideline

Time: 1 hour

Content and Time	Process
<p>Greetings and Introduction of activities</p> <p>5 minutes</p>	<ul style="list-style-type: none"> • Start the training by greeting the participants. Introduce yourself and ask them to introduce themselves by saying their names and designations. c x • At the end of the introduction, thank the participant and simply explain the “Pashe Achhi” telecommunication program. You can start in this manner: we are all staying home and the children are not able to come to the Play Lab. Mother Volunteers/ Adolescent Volunteers/ Case management Volunteers are unable to visit their houses. Through telecommunications, we will communicate with the child and his family so that they understand that he/she is getting the Play Lab facilities even when he/she is sitting at home. We have taken up this telecommunication program to keep in touch with the child and his/her family in this corona situation. The main topics discussed during the telecommunication “Pashe Achhi” model are mental health service for mothers/participants, COVID-19 awareness messages, regular communication with mothers and children, strategies to ensure mother and child participation during play. At the end of the talk, listen to the participant, if he/she has any question about the program briefly answer the questions and discuss the topic. • Briefly describe how the Play Leader/caregiver/mother volunteer/case management volunteer/adolescent volunteer will implement this basic training. You can explain in this manner: after receiving the training, he/she will talk to each child every week through a mobile phone conversation. The participant has to conduct a 20 minute session once in a week with each child and his/her family. So far if he/she has any questions listen to them and give answers. • This time tell them about the telecommunication script, it has two parts. First part is Tele-counseling and second part is Tele-learning.

<p>Training on Tele-counseling</p> <p>25 minutes</p>	<p>1st step: Not more than 10 minutes</p> <p>Start with saying:</p> <p>At first, we want to hear from you.</p> <p>“You can tell us how you are doing in the current situation, your thoughts, your likes and dislikes, anything you want to say.”</p> <p>After hearing from the participant, say:</p> <p>We are all going through a difficult time. If we take care of ourselves, spend time with our family members and do things that make us feel good, we hope we can all be better. What do you think?</p> <p><i>Wait for few minutes..</i></p> <p>2nd step: 15 minutes</p> <ul style="list-style-type: none"> • When the above parts are finished, explain the part of the script (Greetings-Tele-counseling) step by step. • Make sure to explain while reading the script. For example: <ul style="list-style-type: none"> - When speaking, language should be fluent and easy to understand. - The tone of voice should be soft - What are the benefits of listening attentively? - What are the benefits of not judging someone’s actions? - What are the benefits of feeling like them? - Explain the issue of maintaining privacy - Explain “things we can do and things we cannot”
<p>Training on Tele-learning</p> <p>20 minutes</p>	<ul style="list-style-type: none"> • First explain the part of Tele-learning from the script step by step to the participant. Explain how and why parents/children/adolescent should be told about this topic. • Now play the role of supporting Play Leader/caregiver/mother volunteer/case management volunteer/adolescent volunteer and the participant can play the role of mother/child. Through a dialogue based conversation, as per the script introduce the first week session of the learning part. At the end of the presentation, listen to the participants what were the good parts and what parts could have been better. • Then explain how to conduct the next three week sessions according to the script.

<p>General Guidelines, Safety policy and Closing session</p> <p>10 minutes</p>	<p>General Guidelines: Discuss the following points actively. For example-</p> <ul style="list-style-type: none"> • Participants will conduct the session with proper participation. Assimilate the script in such a way that it seems spontaneous when spoken. • Speak the way we speak normally in our day to day life. Keep our voice as happy and lively as possible. • Pay attention to the child's wishes when playing rhymes/games with him/her and do not force the child if he/she does not want to talk or does not want to play rhymes/games. • If you could not reach the mother at the appointed time by phone call, then call the mother again sometime later and if you cannot reach her, inform the supervisor. At the same time, inform the supervisor about the mothers you have been able to contact. • Make a list of when and where to call a child by talking to the supervisor /manager. • During the conversation, if the child wants to go to the bathroom in case of an emergency, or if the child cries or if the mother wants to go somewhere or for any other reason; take permission from the mother and then cut off the call. After a while, call again. • If the call drops or is cut off in the middle of the conversation, you will call again. • Say goodbye/end the conversation in such way that participants and children and parents are interested in the conversation next week. <p>Safety policy</p> <ul style="list-style-type: none"> • Now read out the safety policy to the participants and discuss attentively about the issue of agreeing and following the policy. Then confirm their consent to the security policy recognition letter. <p>Closing/Conclusion</p> <ul style="list-style-type: none"> • If the participant has any question or wants to say something about the training, give them a chance to say so. • Finally complete the training by thanking them for their active and spontaneous participation throughout the training.
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