



Pashe Achhi

Telecommunication Model



ToT Training Guideline

May 2020



Telecommunication ToT Training Guideline

Time: 2 hour

Content and Time	Process
<p>Greetings and Introduction of activities</p> <p>10 minutes</p>	<ul style="list-style-type: none">• Start the training by greeting everyone. Introduce yourself and ask the participants to introduce themselves to everyone by saying their names and their designations.• At the end of the introduction, thank the participants and simply explain the “Pashe Achhi” telecommunication program. For example you can start in this manner: we are all at home and children are not able to come to the Play Lab. Mother Volunteers/ Adolescent Volunteers/ Case management Volunteers are unable to visit the home. Through telecommunication services we will communicate with the child and his/her family so that they understand that he/she is getting the Play Lab facilities, even when he/she is at home. We have taken up this telecommunication program to keep in touch with the child and his/her family in this Covid-19 situation. The main topics discussed during the telecommunication model “Pashe Achhi” are mental health service for mothers/participants, awareness messages on COVID-19, regular communication with mothers and children, strategies to ensure both mother’s and child’s participation in play. At the end of the conversation, listen to him/her if he/she has any question about the program and briefly answer the question and talk about the topic.• Then briefly explain how this training will be completed in each step. For example- After receiving this two hour training you will give this training to our Play Leader/caregiver/mother volunteer/case management volunteer/adolescent volunteer in one hour via mobile phone. Next. the Play Leader/caregiver/mother volunteer/case management volunteer/adolescent volunteers will conduct a 20 minute session with each child and their family once a week through a mobile phone conversation. If anyone has any questions about this, listen to the questions and answer them.• Tell the participants that if we can remember some points and follow them, we can make this training effective in a short time. For example-

	<ul style="list-style-type: none"> - Will attend the training via mobile phone at the specified time and will actively participate. - Will keep the microphone off during the training, if necessary will turn on the microphone and talk - Will give others a chance to speak and if don't understand, I will ask questions.
<p>Introduction of Tele-communication Script</p> <p>5 minutes</p>	<ul style="list-style-type: none"> • Now discuss a little about telecommunication script in a simple way. You can discuss the script in this manner: there are two parts of this script, first part is Tele-counseling and second part is Tele-learning. It will help us understand how we should talk to mother/father/adolescent. At first, this script will have the conversation on maternal psychological support during Covid-19 with mothers/adolescents. This conversation is named as <i>Discussion with Mother/Messages for Adolescents</i> in the Tele-counseling part. The Tele-learning part includes maintaining positive communication with the child and his/her parents, practicing rhymes/ kabbiya or games to have fun with the child via mobile phone. This part is named as <i>Discussion with Mother and Child/Learning</i> in the Tele-learning part.
<p>Training on Tele-counseling</p> <p>50 minutes</p>	<ul style="list-style-type: none"> • A Psychologist will explain the part of Tele-counseling to the participants through discussion within the allotted time of 50 minutes. <p>1st step: 15 minutes</p> <p>Say at the beginning:</p> <p>At first, we will hear from you.</p> <p>You can share how you are doing in the current situation. Any of you can share your thoughts, your likes/dislikes with us.</p> <p>After hearing from 1-2 participants, say:</p> <p>All of us are going through a difficult time. If we take care of ourselves at this time, spend time with our family members and do things that make us feel good, hopefully we will feel better. What do you think?</p> <p><i>Wait for few minutes..</i></p>

	<p>2nd step: 35 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 after 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 good/bad? - What are the benefits of feeling like them?. - Explain the issue of maintaining privacy - Explain “what we can do and what we can’t” <p><i>(N:B: When the part is over thank him/her and ask the Tele-learning instructor to handle the Tele-learning part)</i></p>
<p>Training on Tele-learning</p> <p>40 minutes</p>	<ul style="list-style-type: none"> • At first, read the Tele-learning part of the script step by step and explain it to the participant. • Then one of the two assistants will play the role of a Play Leader/caregiver/mother volunteer/case management volunteer/adolescent volunteer and the other assistant will be assigned a specific role from the scripted dialogue (for example- parents/child/adolescent). While playing the assigned roles, introduce the first week session of the learning part. At the end of the presentation, listen to the participants and discuss what went well and what could have been better. • During the presentation, speak as if you were talking to a relative. Give each participant a little time to talk and listen. Explain this well to the Play Leader/ caregiver/mother volunteer/case management volunteer. • Now ask two of the participants to do the third week session of the learning part through a scripted conversation. • Then explain how to conduct the sessions according to the script for the next three weeks.

<p>General Guidelines, Safety policy and Closing session</p> <p>15 minutes</p>	<p>General Guidelines: Discuss the following points actively. For example-</p> <ul style="list-style-type: none"> • Play leader/caregiver/mother volunteer/case management volunteer/adolescent volunteer 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 the issue of agreeing and following the policy. Then confirm their consent in the security policy recognition letter.
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Closing/Conclusion

- Tell the participants how many topics were discussed in today's training. Help them if needed.
- 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 in the training.