

DOMESTIC WORKERS ORGANIZE AGAINST VIOLENCE & HARASSMENT

TRAINING PACK



Unit 1

STARTING A DWOVH TRAINING

Foreword and Introduction

UNIT 1 : STARTING A DWOVH TRAINING

1.1 Introduction to DWOVH training program and participants	3
• Handout: Introduction to the DWOVH Training Pack	10
1.2 Expectations, contributions, training rules and feedback.....	11
• Handout 1: Example Before-DWOVh Training Questionnaire	15
• Handout 2: Example Daily Feedback Form	16
• Handout 3: Example Mood Meter	17
• Info note: Expectations, contributions, training rules and feedback.....	18
Sources.....	20

Unit 2 Equality and Rights in Our Life and Work

Unit 3 What is Violence & Harassment in Domestic Work

Unit 4 Protecting Ourselves from Violence & Harassment

Unit 5 Collective Actions against Violence & Harassment

Unit 6 DWO Case Work and Peer Support

Unit 7 Laws, Policies and Practices on Violence & Harassment

Unit 8 Concluding a DWOVH Training

Training Aid 1 Slide Shows for the DWOVH Units

Training Aid 2 Key DWOVH Terms

Training Aid 3 Tips for Effective DWOVH Training

Training Aid 4 DWOVH Training Planning and Preparation



Overview

This unit is about starting a training series or workshop on fighting violence & harassment and promoting equality for domestic workers

We discuss how to open a training and introduce the DWoVH aims, principles and methods.

We show how to introduce participants to each other and learn about their gender experiences.

We share tools for ensuring a successful training: Finding out about participants' expectations and contributions to the training, setting training rules with the group and getting their feedback on the training.



UNIT SUMMARY

	TITLE	AIMS	TIME (MINS)
1.1	Introduction to DWoVH training program and participants	<ul style="list-style-type: none"> ■ To introduce the WHY, WHAT and HOW of the training on Domestic Workers Organize against Violence & Harassment ■ To familiarize the participants with one another ■ To share gender experiences in the group 	110 mins + 30 mins opening ceremony = 140 mins
1.2	Expectations, contributions, training rules and feedback	<ul style="list-style-type: none"> ■ To identify our expectations of and contributions to the DWoVH training ■ To set the training rules together for a successful training. ■ To set up evaluation and feedback methods for the training 	40



TOTAL TIME : 3 HOURS – 180 MINUTES



KEY MESSAGES

Domestic workers are vulnerable to discrimination, violence & harassment because they work in informal, low status and low-pay women's jobs. Saying YES to equality and NO to violence & harassment in our jobs and lives is a priority for IDWF and DWOs worldwide.

- In this DWoVH training we share our experiences and deepen our understanding on gender, equality, discrimination, violence & harassment, and our human and workers' rights.
- The aims of DWoVH training are to support domestic workers and their organizations (DWOs) to:
 - Promote equality
 - Protect domestic workers from violence & harassment
 - Fight against violence & harassment in domestic work.
- After the training we and our DWOs will be able to better organize and act against violence & harassment in domestic work.
- We know what to expect, we have agreed on our training rules and together will make this training a success.



Training Organization

This unit can be used to start any DWoVH training workshop or training series with DWO leaders, organizers, trainers, members and other domestic workers.






- It is recommended to do both Units 1.1 and 1.2 in DWoVH training that spans over several training days in a workshop or a series of half-day training activities on off-days
- If DWoVH training has a duration of one day or less, do Unit 1.1 only and shorten it.



1.1 : Introduction to DWoVH training program and participants



110 minutes + opening ceremony of 30 minutes

	Aims	<ul style="list-style-type: none"> ● To introduce the WHY, WHAT and HOW of the training on Domestic Workers Organize against Violence & Harassment ● To familiarize the participants with one another ● To share gender experiences in the group
	Participants	<ul style="list-style-type: none"> ● Option A: DWO leaders and trainers – DWoVH training of trainers (TOT) ● Option B: DWO members and domestic workers – DWoVH training
	Room Arrangements	<ul style="list-style-type: none"> ● Steps 1 and 3: Space for the group to stand in a big circle and walk around ● Other steps: Seating in big group
	Materials	<ul style="list-style-type: none"> ● Two-piece puzzles (see below) ● Flipchart papers or computer and slides ● Option A: Prepare and distribute a folder to each participant at the start of the training with the following: <ul style="list-style-type: none"> > Handout on the DWoVH Training Pack > Training program > List of participants > DWoVH training pack in hard or electronic copy ● Option B: Prepare and distribute a folder to each participant at the start of the training with the following: <ul style="list-style-type: none"> > Handout on the DWoVH Training Pack > Training program > List of participants
	Training Aids	<ul style="list-style-type: none"> ● Slide show: DWoVH training introduction ● Handout: Introduction to the DWoVH Training Pack



Session Plan Steps

1.	Welcome song	Warm-up	10 minutes
2.	Opening ceremony	In big group	30 minutes
3.	Find the other half	Game and interviews in pairs	20 minutes
4.	Introduction of participants	In big group	50 minutes
5.	Introduction of DWoVH training aims and program	In big group	10 minutes
6.	DWoVH training principles, structure and methods	In big group	15 minutes
7.	Key messages	Conclusion	5 minutes



Tip for Trainers

Trainers can swop steps 1 and 2, the welcome song and the opening ceremony. Step 1 can also be done at the end.



Preparation

- For step 1: If you expect that participants will be too shy to sing their own songs, check if there is a popular 'short and easy' local domestic workers' song, or translate the example song in the Tip for trainers in step 1 into local language(s) before the training. Put the song's lyrics on a flipchart or slide.
- For step 3: Prepare as many pieces of two-piece jigsaw puzzles as there are people in the room, including participants, trainers and organizers. For example, if there are 20 participants and 2 trainers, prepare 22 pieces of jigsaw pieces that will make 11 pictures:
 - Use 12 old magazine pages or post cards with pictures and cut them in half.
 - Use A4 pages of different colours
 - Alternatively, pairs of different colored candies or similar items can be used.
 - Put the items in a container for distribution to the participants.
- For steps 3, 5 and 6: Prepare flipcharts or slides for the introduction of participants, and the training aims, program and methods.

SESSION PLAN

STEP 1	WELCOME SONG	WARM-UP	10 MINUTES
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- Welcome everyone to the training. Invite them to form one big circle and say: Let us start with singing a song together. Who wants to start singing a song? Encourage participants to sing and invite the group to join the singing and clap their hands. After a few songs, finish the singing with a big applause and say: Singing together in a circle encourages communication and cooperation between people.



Tip for Trainers

If participants are too shy to sing, for example, because they all come from different places, the training team starts singing a song with the lyrics on a flipchart or slide:

- ▼ *For example, on the melody of ‘Father Jacob’ or another easy tune that the group is familiar with, using this or another text:*

*‘We are sisters, we are sisters.
Welcome here, welcome here.
We will learn together, we will learn together.
Ding dang dong, ding dang dong.’*

- ▼ *After round 1 ask the group to join in singing the song, and sing 2 rounds.*
- ▼ *After learning the tune, ask participants for ideas to move while singing the song (waving hands above the head, clapping hands, swaying the hips, stamping feet). Sing the song together a few times with these movements.*
- ▼ *Or, divide the group in 4 small groups and say we will now sing the song as a canon: Group 1 sings line 1. While they move to line 2, group 2 sings line 1. While group 1 sings line 3 and group 2 sings line 2, group 3 sings line 1. Finally, group 1 sings line 4, group 2 sings line 3, group 3 sings line 2 and group 4 sings line 1. Continue the canon a few times, until the groups get it right and people have fun.*

STEP 2	OPENING CEREMONY	IN BIG GROUP	30 MINUTES
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- Training of trainers’ (TOT), national, regional or international workshops often start with an opening ceremony. The responsibility for an opening ceremony lies with the main training organizers: Often the DWO leaders who invited a DWoVH trainer or training team to train their leaders, organizers and members on gender equality and how to organize and act against violence & harassment.
- Usually, one or more DWO leaders, guestspeakers and/or a DWoVH trainer will welcome the participants and open the workshop. They generally explain the background of the DWO, the reasons for DWO action against violence & harassment, how this specific DWoVH training fits into the overall DWO strategy and action plan and what is expected from the participants after the training.
- If a DWoVH trainer is asked to do an opening speech, prepare a 5-minute speech about the reasons for the DWO and IDWF action and strategies against violence & harassment, using the DWoVH Training Introduction as needed.
- Together with the training organizer, set aside **30 minutes maximum for the opening ceremony** and organize an early refreshment break to allow for informal discussions among the DWO leaders, guest speakers, the participants and the trainers.



Tip for Trainers

At the start of a training it is vital to create an open, equal and safe learning environment, so start with games to break the ice among a group of people who often don't know each other. Some participants may feel nervous or anxious among unfamiliar people in a new situation. A welcoming, informal and friendly atmosphere puts people at ease, stimulates them to experience new things, and makes them feel part of the group.

STEP 3	FIND THE OTHER HALF	GAME AND INTERVIEWS IN PAIRS	20 MINUTES
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- Say: We start our training by **getting to know one another** with a game 'Find the Other Half'.
- Walk around the room with the bag of jigsaws or candies and ask each person (including participants, trainers, organizers, interpreters) to take one piece.
- Ask everyone to find her 'other half' with the matching piece of their jigsaw or the same candy. Explain: Each pair will interview each other for 3 minutes per person, and after the interview everyone will introduce their partner in the group.
- Explain the interview questions with a flipchart or slide:
 - **Name** – how the person likes to be called during the workshop
 - **Job** – what the person does for a living
 - **In women-only groups:** Ask everyone to share their gender experiences by completing either one or both sentences:
 - > As a woman I can or I cannot ...
 - > As a man I could or I would ...
 For example, a woman may say: "If I were a man, I would not be afraid to go out in the evening when it is dark."
 - **In training with both sexes:** Ask everyone to share their gender experiences by imagining what s/he would or could do if s/he were the other sex:
 - > For women: If I were a man I could or I would ...
 - > For men: If I were a woman I could or I would ...
- Give the START sign for the first interview and give the pairs 3 minutes for the first interview. After 3 minutes tell the pairs to switch roles and repeat the interview questions.
- Stop the discussion after another 3 minutes and ask the pairs to find a seat in the big group.



Tip for Trainers

- ▼ *The above role reversal usually generates open and to-the-point statements. It is entertaining and sets a positive tone for the training. It provides the trainers and participants with a quick '**gender scan**' or the level of gender awareness and expertise among participants and/or possible sensitivities on this subject.*
- ▼ *If you do not want to do the role reversal, you can ask participants to share something else, for example: I like to: ... (nice or funny hobby or characteristic of the person).*

STEP 4	INTRODUCTION OF PARTICIPANTS	IN BIG GROUP	50 MINUTES
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- Invite the pairs to introduce each other to the big group, one pair at a time for 2 minutes maximum, until everyone has been introduced.
- If the participants are shy, the trainers introduce themselves with their partners first as an example.
- Keep the time and the pace in the discussions and make sure the pairs share the outcomes of the role reversal in the big group.

STEP 5	INTRODUCTION OF DWoVH TRAINING AIMS AND PROGRAM	BIG GROUP	10 MINUTES
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- Thank the participants for introducing each other and say: We have started to get to know each other and have shared our experiences and dreams about being a woman or being a man and how this may benefit or constrain our development. **We will now share the DWoVH training goals and aims, tools and methods.**
- Using flipcharts or slides, say:
 - Domestic workers are at **high risk** of discrimination, violence & harassment because they work in informal, low status and low-pay women’s jobs. Most of us are women and girls, and many of us are migrant workers or come from disadvantaged communities. **Saying YES to equality and NO to violence & harassment in our jobs and lives** is, therefore, a priority for IDWF and DWOs worldwide.
 - The Training Pack **Domestic Workers organize against Violence & Harassment (DWoVH)** was developed by the IDWF and its affiliates for **DWO leaders, organizers, trainers and domestic workers**. It shares domestic workers’ knowledge, experience and skills, and deepens our understanding on gender, equality, discrimination, violence & harassment, and our human and workers’ rights **so we can better organize and act** against violence & harassment in domestic work.
 - The **aims** of the DWoVH training pack are to **support domestic workers and their organizations (DWOs) to:**
 - > **Promote equality**
 - > **Protect domestic workers from violence & harassment**
 - > **Fight violence & harassment in domestic work.**
- Explain what are the **tools in the DWoVH training pack:**
 - **DWoVH training units** for DWO leaders, organizers, trainers and domestic workers for use in face-to-face and online training:
 1. Starting a DWoVH training
 2. Equality and rights in our life and work
 3. What is violence & harassment in domestic work
 4. Protecting ourselves from violence & harassment
 5. Collective actions against violence & harassment
 6. Case work and peer support
 7. Laws, policies and practices against violence & harassment
 8. Concluding a DWoVH training
 - **DWoVH training aids** for DWO leaders, organizers and trainers:
 1. Slide shows for the DWoVH units
 2. Key DWoVH terms
 3. Tips for effective DWoVH training
 4. DWoVH training planning and preparation.

- Add the specific aims of the DWOVH training as relevant. *[For example, in TOT courses say: In this training we will also learn how we, domestic worker leaders and trainers, can train other domestic workers to protect themselves from violence & harassment and to fight against violence & harassment in domestic work. For example, in DWOVH training for DWOs who want to know how to do case work: We will learn about gender equality and discrimination, what is violence & harassment in domestic work and how to provide peer support to domestic workers who need help against violence & harassment.]*
- Ask participants to look at the **training program** and briefly go over its structure and contents. There is no need to read or explain the details of the training activities at this stage. Tell the group that the program is not fixed and will be adapted to their needs and priorities.
- Option A: In TOT courses, say:
 - **The design of a training is like building a house.** The DWOVH training units are like building blocks. This ‘building block’ structure helps trainers to adapt the training to the needs of specific groups of participants, and select the most relevant **training content (WHAT to do)** and **training process (HOW to do it)** for each group. Every training can be made shorter or longer depending on the training needs of DWOs and participants and the available time and resources.
 - In this TOT we start with doing several DWOVH unit activities in the group to discuss key content and show how it works.
 - Then, participants will form small training teams, who will practice and demonstrate how to deliver DWOVH unit activities and receive feedback from the group.
 - As a result, after the TOT you will be able to go through new unit activities, select the ones that are most useful and provide DWOVH training to other domestic workers.
- Option B: In DWOVH training for domestic workers, say:
 - We will do many DWOVH activities in the group to learn about equality, how we can protect ourselves from violence & harassment and how we can fight violence & harassment in domestic work.
 - As a result, after the training you will be able to protect yourself and others better against violence & harassment and know how to share DWOVH information and skills with your sisters.

STEP 6	DWOVH TRAINING PRINCIPLES, STRUCTURE AND METHODS	BIG GROUP	15 MINUTES
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- Say: All of us have experience with training. We learn from our parents, our friends, our schools and other training. As adults and domestic workers we have learned from our experiences in our life and job. Many of us have also shared knowledge and skills with our children, or other domestic workers. Ask: **Can you remember what were your best training experiences, when did you learn a lot and why?**
- Give the group a minute to reflect. Then ask volunteers to share and write key words down on a flipchart or board. When no new answers are forthcoming, say: Many of you already know what training principles make training successful. In the DWOVH training pack we **use the following training principles and practices:**
 - **Ensure respect, safety, relevance and fun during the training.** **Respect** for each other and the **diversity** this brings in a group, are key for creating a **safe and stimulating environment** in which people want to learn and share. All of us have experience and ideas to share, whether we are young or old, women or men, black, brown, yellow or white. Domestic workers have **little free time**, so training needs to be **relevant, interesting and fun**.
 - **Encourage communication, dialogue and active participation.** Effective learning happens when there is 2-way communication and a free exchange of information between people who actively participate and share in the group. We learn the most if we become **actively involved**, and all of us are **responsible for our own learning**.
 - **Engage the body, heart and mind.** People learn better by using their bodies, hearts and minds, or doing, feeling and thinking. **‘Learning by doing’** training methods have powerful learning effects because participants use all their senses and skills, and learn at many levels.

- **Explore many training methods and Experiment with new ways of learning.** A regular change of training methods and pace keeps everyone interested and ready to learn. Brief presentations are combined with a range of participatory training methods, like energizers, brainstorming, case stories, games and roleplays. Small group work is mixed with Question and Answer (Q&A) discussions in the big group. Meditations are also introduced to experience body-heart-mind balance, and increase concentration and well-being.
- Briefly, introduce and go through the 5-step structure of the **Experiential Learning Cycle** using a flipchart or slide by saying: Every DWoVH unit activity is built up in a **systematic and logical flow**, known as the experiential learning cycle. Every unit activity is done in the same order and flows as follows:
 - Step 1: We do an activity and experience a new idea or challenge.
 - Step 2: We share our feelings and views on the activity.
 - Step 3: We analyze the outcomes of the activity.
 - Step 4: We draw conclusions and key messages for future use.
 - Step 5: We apply what we learned after the training in our life and work.
- Say: We can show how the **'learning by doing'** works in the **experiential learning cycle** with the example of sharing our gender experiences earlier. Ask: When we did the introduction of participants: **What did you learn about gender roles and gender equality.** After several responses, summarize as follows:
 - This exercise made us think and express what we can and cannot do as a woman or a man and imagine how this could be different.
 - This tells us a lot already about the gender constraints and opportunities we experienced in our life and work.



Tip for Trainers

Option A:

In trainers' training briefly discuss participants' training experiences, relate them to the 4 main DWoVH training principles and practices and introduce the experiential learning cycle. There is no need for a long discussion here. DWoVH training principles will be discussed later in the training when the participants practice training with each other.

Option B:

Step 6 can be shortened or deleted if the DWoVH training for domestic workers is very brief. However, in longer DWoVH training series or workshops, also ask the group for their best training experiences, and summarize the training principles and the flow of the experiential learning cycle. This will help participants to share DWoVH information and skills with other domestic workers.

STEP 7	KEY MESSAGES	CONCLUSION	5 MINUTES
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- Conclude with the key messages, for example:
 - In the DWoVH training we will learn how to say YES to equality and NO to violence & harassment in domestic work.
 - Feel free to participate actively. This will help us to discover our hidden talents and creativity and increase our level of confidence and skills to organize against violence & harassment and promote equality for domestic workers as women and as workers.



HANDOUT

What is the DwoVH Training Pack?

What are the DWOVH goals and aims?

The Training Pack **Domestic Workers organize against Violence & Harassment (DWOVH)** shares domestic workers' knowledge, experience and skills, and deepens our understanding on gender, equality, discrimination, violence & harassment, and our human and workers' rights so we can better organize and act against violence & harassment in domestic work.

The aims of the DWOVH Training Pack are to support domestic workers and their organizations (DWOs) to:

- Promote equality
- Protect domestic workers from violence & harassment
- Fight violence & harassment in domestic work.

What are the DWOVH tools?

- **DWOVH training units** for DWO leaders, organizers, trainers and domestic workers for use in face-to-face and online training:
 1. Starting a DWOVH training
 2. Equality and rights in our life and work
 3. What is violence & harassment in domestic work
 4. Protecting ourselves from violence & harassment
 5. Collective actions against violence & harassment
 6. Case work and peer support
 7. Laws, policies and practices against violence & harassment
 8. Concluding a DWOVH training
- **DWOVH training aids** for DWO leaders, organizers and trainers:
 1. Slide shows for the DWOVH units
 2. Key DWOVH terms
 3. Tips for effective DWOVH training
 4. DWOVH training planning and preparation.

Who is it for?

The DWOVH Training Pack was developed for and with IDWF affiliates, DWOs and other interested organizations and institutions in Asia and beyond. IDWF hopes it will serve as inspiration for domestic worker leaders, organizers, trainers and domestic workers who want to increase their capacity to organize and act against violence & harassment in domestic work.

Why do we need it?

We are at high risk of discrimination, violence & harassment and abuses of our human, women's and workers' rights, because we work in informal, low status and low-pay women's jobs. Most of us are women and girls, migrant workers or members of disadvantaged communities. We work for private households, often in informal jobs without clear terms of employment and are not registered anywhere. Domestic work is undervalued and domestic workers are often invisible. We are often not or only partially covered by labor and social protection laws, and in many countries we do not even have the right to organize freely.

Organizing against violence & harassment, including gender-based violence and sexual harassment, is a priority for the IDWF and its affiliates.

We Say YES to equality and NO to violence & harassment in our jobs and lives.





1.2 : Expectations, contributions, training rules and feedback



40 minutes

	Aims	<ul style="list-style-type: none"> To identify our expectations of and contributions to the DWoVH training To set the training rules together for a successful training. To set up evaluation and feedback methods for the training
	Participants	<ul style="list-style-type: none"> Domestic worker leaders Domestic workers
	Room Arrangements	<ul style="list-style-type: none"> Seating in big or small circles
	Materials	<ul style="list-style-type: none"> Flipchart stands, boards or empty wall space. Markers, one for each participant Rolls of masking tape 4 cards (about ¼ of A-4 size paper) in two different colors for each participant (for example, 2 pieces in blue and 2 pieces in yellow)
	Training Aids	<ul style="list-style-type: none"> Slide show: Expectations, contributions, training rules and feedback Handout 1: Example Before-DWoVh Training Questionnaire Handout 2: Example Daily Feedback Form Handout 3: Example Mood Meter Info note: Expectations, contributions, training rules and feedback



Session Plan Steps

Option A – for literate groups:			
Step 1	Our expectations and contributions	Individual work	10 minutes
Step 2	Our expectations and contributions	Discussion in big group	10 minutes
Option B – for groups with low literacy:			
Step 1	Our hopes and fears	Discussion in big group	10 minutes
Step 2	Our hopes and fears	Discussion in big group	10 minutes
For all			
Step 3	Training rules	Discussion in big group	10 minutes
Step 4	Feedback and key messages	In big group	10 minutes



Preparation

- Step 1:
 - Option A: Prepare stickers or pieces of paper in two colors (for example blue and yellow) and a marker pen for each participant.
 - Option A: Prepare 2 flipcharts one with the heading Expectations and another with the heading Contributions.
 - Option B: Prepare 2 flipcharts one with the heading Hopes and another with the heading Fears.
- Step 4:
 - Select a daily feedback tool (daily form, mood meter and/or mail box) and prepare the selected feedback tool(s) for use by participants at the end of each training day (see the Info note).
 - If the training includes the use of the Before- and After-DWoVH Training Questionnaires, and if the Before-DWoVH Training Questionnaire has not yet been filled in by participants, photocopy handout 1 for distribution and completion by the group.

SESSION PLAN

OPTION A : FOR LITERATE GROUPS

STEP 1	OUR EXPECTATIONS AND CONTRIBUTIONS	INDIVIDUAL WORK	10 MINUTES
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- Say: In Unit 1.1 we discussed the main DWoVH training aims, content and methods. In this activity we will **discuss our expectations and contributions to the DWoVH training**. We need to know what everyone in the group wants to learn, and can contribute and share with others. This will help to make sure that the training is suited to the needs of everyone, and to identify talents and resources among us.
- Give each participant 2 or more pieces of paper in each color and a marker. Explain: One color (for example, yellow) is for your expectations and the other (for example, blue) is for your contributions. Ask all to write:
 - Things you **hope or expect to get** from the training on a piece of **yellow** paper.
 - Things you can **contribute and share** with others on a piece of **blue** paper.
- Say: Participants’ expectations and contributions can relate to training content or process, meeting people or any other points.
- Ask everyone to write clearly in big letters and be clear and specific. Participants do not need to write their names on the cards. The trainers may show some ‘one word’ examples. If participants want more cards they can ask for more.
- Give participants about 5 minutes.

STEP 2	OUR EXPECTATIONS AND CONTRIBUTIONS	DISCUSSION IN BIG GROUP	10 MINUTES
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- The trainers start collecting the cards as soon as they are ready. Put all the expectations (yellow cards) together on one flipchart, or one side of the board or wall space. Put all contributions (blue cards) together on another flipchart or other side of the board. For each color, put similar cards on the same topic together (cluster them). *[Examples of expectations are: gender equality, violence & harassment, human and workers’ rights, decent work for domestic workers, self-care; (new) training techniques; problem solving; confidence building; becoming a trainer; getting to know new people. Examples of contributions are: experience with organizing, counseling, helping others, good singer, good massage, good cook].*
- Briefly discuss the **expectations** under each topic. Ask the participants to clarify if some statements are not clear. Cover each of the main topics and explain to what extent expectations will be fulfilled during the training workshop. Usually the majority of the expectations will be in line with the training aims.

- If participants have (big, unrealistic) expectations that fall outside of the training program and can not be met during the training, explain: These are important points but they will not be discussed in this training. Be clear about this in the group and put those expectations on a separate flipchart with the title **Parking Lot** and a drawing of a motorcycle or car.
- Discuss the **contributions** and conclude: Everyone of us has a lot of talents, skills, knowledge and experiences. The more we participate and share, the more we will gain from the training. Invite participants who were shy and did write little about their contributions, to share their ideas later.



Tip for Trainers

Keep the flipcharts with the expectations and contributions, and the ‘parking lot’ on the wall during the training if possible, so you can refer to it as needed. If you can not post them on the wall, keep them for the evaluation exercise on the last training day, if possible.

OPTION B : FOR PARTICIPANTS WITH LOW LITERACY

STEP 1	OUR HOPES AND FEARS	DISCUSSION IN BIG GROUP	10 MINUTES
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- Say: We will now **discuss our hopes and our fears for this training** so we can realize what every one of you hopes for and take away any fears.
- Ask participants sitting in a big circle what they **hope** to gain from the training. Write down their ideas on the board or flipchart under the heading: ‘Hopes’ with a (big) smiley. [*Encourage everyone to come up with their hopes.*]
- Then ask the group about their **concerns or fears**: things that they would not like to happen. Write their ideas down under the heading: ‘Fears’, and put a smiley with an indifferent or sad face. [*Encourage everyone to come up with their fears.*]

STEP 2	OUR HOPES AND FEARS	DISCUSSION IN BIG GROUP	10 MINUTES
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- Point out the key hopes and fears together with the group. Discuss and address whether their hopes will come true and reassure participants about their fears and concerns as needed. If participants have (big, unrealistic) hopes or expectations that can not be met during the training, explain: These are important points but they will not be discussed in this training. Put those hopes on a separate flipchart with the title **‘Parking Lot’** and a drawing of a car, bus or train.
- Conclude the discussion by saying: Everyone of us has a lot of talents, skills, knowledge and experiences. The more we participate and share, the more we will gain from the training. Invite participants who were shy and did write little about their contributions, to share their ideas later.

STEP 3	TRAINING RULES	DISCUSSION IN BIG GROUP	10 MINUTES
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- Say: Let us **agree together on some rules for use during this training** to make sure that we can reach the aims that we have set ourselves for this training, and have a good time. Invite the group to propose training rules and write them on a flipchart.
- For every training rule, decide together whether the group can commit to it or not.
- Write the agreed upon training rules on a flipchart, keep the flipchart posted throughout the training, and refer to it as needed.

- Repeat the training rules by inviting volunteers to each read one rule out loud, for example:
 - We listen to others.
 - We speak up, but don't speak too much, so everyone has a chance to speak
 - We come on TIME. Early birds: OK. NO late comers.
 - We off or silence our phones in the training room. Go outside to take any urgent call.
 - We create a SAFE SPACE in the DWOVH training, for example: We learn together and help each other. We respect the feelings of others. We keep personal information confidential.
 - We clean up the class together after each training session.

STEP 4	FEEDBACK AND KEY MESSAGES	IN BIG GROUP	10 MINUTES
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- Explain: It is important to **remember the highlights and key messages** of each day. These are our building blocks to build a house for domestic workers that is strong and can withstand violence & harassment. We are therefore inviting some of you to become our **'Ears' and 'Eyes'** for every training day. In the first session of the next day:
 - The 'Ears' report what were the most important things they heard the previous training day (together for 1 minute only).
 - The 'Eyes' reports what were the most important things they saw the previous training day (together for 1 minute only).
- Invite volunteers to be the ears and eyes for every next training day and write their names on a flipchart and in the trainers' notebook. *[If the group is small, ask 1 person to be the Ears and 1 person to be the Eyes.]*
- **Optional: A Before-DWOVH Training Questionnaire** can now be distributed and completed by the participants if needed, and if it has not been done earlier. *[The After-DWOVH Training Questionnaire will be completed after the training and the trainers can compare the results of the Before and After-Questionnaires.]* Tell the group they do not have to fill in their names. Ask participants to give their first impressions and fill it in quickly. Collect all questionnaires before the end of the session.
- Introduce the use of one or more daily **feedback tools**, selected for the training by saying: We want to **find out what are your views and feelings about the training activities every day** so we can check whether the training is on the right track or needs to be fine-tuned. *[See handouts 2 and 3 and the Info note.]* Briefly point out the selected daily feedback tool(s) and move on. There is no need to explain their use now in detail.
- **Optional: Home work in a validation or TOT course:** If the training also serves as a validation of (part of) the DWOVH training pack, for example, in a new language or with new activities, explain the aim of the home work and ask participants to each (or in pairs) sign up for proofreading part of the text after the training, and return the text with corrections to the trainers within a set deadline during the training. *[Put up a flipchart where people can put their names and the Units and page numbers they will check, and make sure it is completed during the first training day. Regularly remind the group to complete their home work during the training and ensure to receive all inputs before the end of the training.]*
- Conclude with the key messages of units 1.1 and 1.2, for example:
 - In this DWOVH training we share our experiences and deepen our understanding on gender, equality, discrimination, violence & harassment, and our human and workers' rights.
 - The aims of this training are to support domestic workers and their organizations (DWOs) to promote equality, protect domestic workers from violence & harassment and fight against violence & harassment in domestic work.
 - After the training we and our DWOs will be able to better organize and act against violence & harassment in domestic work.
 - We know what to expect, we have agreed on our training rules and feedback tools, and will make this training a success together.



HANDOUT 1 : EXAMPLE

Before DWOVh Training Questionnaire

Filling out this form will help us to understand your training needs and make the training better for you. There are no right or wrong answers and you don't have to put your name.

1. Your sex:				
Woman	<input type="checkbox"/>	Man	<input type="checkbox"/>	Other gender <input type="checkbox"/>
2. You are from:				
DWO, Union or Association	<input type="checkbox"/>	Other Trade Union	<input type="checkbox"/>	Other Members organization <input type="checkbox"/>
		Other NGO	<input type="checkbox"/>	Other Please specify: <input type="checkbox"/>
3. Is violence & harassment against domestic workers a problem in your country/state/region/place?				
Not at all	<input type="checkbox"/>	A little bit	<input type="checkbox"/>	Hard to say <input type="checkbox"/>
		Yes	<input type="checkbox"/>	Yes, very much <input type="checkbox"/>
4. Is there gender equality in your country/state/region/place?				
Not at all	<input type="checkbox"/>	A little bit	<input type="checkbox"/>	Hard to say <input type="checkbox"/>
		Yes	<input type="checkbox"/>	Yes, very much <input type="checkbox"/>
5. Are you aware of laws that protect domestic workers from violence & harassment?				
Not at all	<input type="checkbox"/>	A little bit	<input type="checkbox"/>	Partly <input type="checkbox"/>
		Mostly	<input type="checkbox"/>	Fully aware <input type="checkbox"/>
6. What do you think are the most serious grounds of discrimination against domestic workers in your country? (Tick the boxes that apply, more than one answer is possible.)				
Sex & Gender	<input type="checkbox"/>	Race & Ethnicity	<input type="checkbox"/>	Class or caste <input type="checkbox"/>
		Age	<input type="checkbox"/>	Social origin or Nationality <input type="checkbox"/>
Health & Disability	<input type="checkbox"/>	Religion	<input type="checkbox"/>	Political opinion <input type="checkbox"/>
		Other	<input type="checkbox"/>	I don't know <input type="checkbox"/>
7. Employers have the right to ask domestic workers to do everything that they want.				
Strongly disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Hard to say <input type="checkbox"/>
		Agree	<input type="checkbox"/>	Strongly agree <input type="checkbox"/>
8. Sexual harassment is normal for domestic workers, we just have to accept it.				
Strongly disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Hard to say <input type="checkbox"/>
		Agree	<input type="checkbox"/>	Strongly agree <input type="checkbox"/>
9. If we go to the police to complain about violence & harassment against us in our job or in our home, they will always help us.				
Strongly disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Hard to say <input type="checkbox"/>
		Agree	<input type="checkbox"/>	Strongly agree <input type="checkbox"/>
10. It is the duty of a wife to have sex with her husband whenever he wants.				
Strongly disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Hard to say <input type="checkbox"/>
		Agree	<input type="checkbox"/>	Strongly agree <input type="checkbox"/>
11. Wife-beating is fine if a wife does not obey the male head of the household.				
Strongly disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Hard to say <input type="checkbox"/>
		Agree	<input type="checkbox"/>	Strongly agree <input type="checkbox"/>
12. Domestic workers and DWOs can fight violence & harassment successfully.				
Strongly disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>	Hard to say <input type="checkbox"/>
		Agree	<input type="checkbox"/>	Strongly agree <input type="checkbox"/>



HANDOUT 2 : EXAMPLE

Daily Feedback Form

DWoVH training title: _____

Date: _____ Place: _____

1. Overall, how do you rate today's **training activity 1**? (✓ the box that applies.)

Excellent	Good	So-so	Poor	Very poor

2. Overall, how do you rate today's **training activity 2**? (✓ the box that applies.)

Excellent	Good	So-so	Poor	Very poor

3. Overall, how do you rate today's **training activity 3**? (✓ the box that applies.)

Excellent	Good	So-so	Poor	Very poor

4. Overall, how do you rate today's **training activity 4**? (✓ the box that applies.)

Excellent	Good	So-so	Poor	Very poor

5. Do you have any other comments on today's training? _____

6. What did you like most today? _____

7. What did you like least today? _____






8. Were you confused about something today? If yes, please explain: _____

9. What are your suggestions for making the training better? _____

HANDOUT 3 : EXAMPLE FORM

Mood Meter DVoVH training

1. Tick ✓ in the relevant box to give your views on each unit activity.

					
Unit Activity	Excellent	Good	So-so	Poor	Very poor
1.					
2.					
3.					
4.					

Any other comments?



Info note: Expectations, contributions, training rules and feedback

Share participants' expectations and contributions or hopes and fears

At the start of training it is useful to check participants' expectations, or hopes and fears for the DVoH training to make sure that their expectations are realistic and in line with the training aims and outcomes. It will help trainers to make sure that **the training program will meet the participants' needs**, and to make any changes to the program, as needed.

Asking participants to share what they can **contribute** to the training, serves to identify their skills, expertise and experience for use during the training. Sharing fears serves to reassure participants and make sure the training environment is a safe space.

Discussing and writing down expectations or hopes that will not be met on a flipchart with the title **Parking Lot**, serves to acknowledge participants' views, feelings and wishes, make clear what can and what can not be done in the training, and arrange for other training as needed.

Training rules

At the start of any training workshop or series it is essential to **set the training rules together with participants** to ensure successful training and effective learning. The rules are about creating a safe space that facilitates the sharing of issues that may be sensitive, painful or taboo for participants. Practical rules are also important to avoid common distractions, delays or nuisances.

Measuring training impact

It can be useful to **measure changes** in the **knowledge, skills and attitudes** of participants by asking them to fill in a questionnaire before and after the training, and analyze the changes in their answers. Some DVOs or training or donor agencies may also require it:

- Participants don't fill in their name on the questionnaires as the aim is to measure changes in the group (the aim is not to measure individual performance).
- The Before-DVoH Training Questionnaire can be sent to participants before the training, for example, when accepting their nomination form and sending them the training program.
- Or, ask participants to fill it in at the end of this Unit 1.2.
- Handout 1 provides an example of a Before-DVoH Training Questionnaire. The After-DVoH Training Questionnaire is provided in **Unit 8.2** DVoH training evaluation and certification.

Evaluations should be done during and at the end of every training workshop or series. A workshop or training series that has a duration of several days should include **daily evaluations** as well as written and verbal **evaluation exercises at the end** of the training.

- A **daily feedback activity** is an immediate and simple assessment of participants' feelings and views about the training on a particular day or session to check whether the training is on the right track and to get ideas for fine-tuning the training during the next days.
- An **end-of-training course evaluation** is more in-depth. It seeks participants' views on their satisfaction with the training, what they have learned, their reactions on the training contents and process, and their suggestions to improve future DVoH training workshops or series. See **Unit 8.2** DVoH training evaluation and certification for more information.

Choose and use daily feedback tools

Getting regular feedback from participants is important to make sure the training meets their needs and is relevant for them. It is possible to ask for feedback at the end of the training (half-)day and discuss it in the big group, but participants are usually shy to criticize especially at the start of training. It is better to use one or more **daily feedback tools** and 3 quick-and-easy tools are provided here for possible use at the start or end of each DWOVH training (half-)day:

- The **'ears' and 'eyes' exercise** with 1-minute reflections on the previous day at the start of the next training day by a few participants highlights what struck them in the training content and process. It is generally informative for everyone.
- **Daily feedback form:** An example feedback form is provided in handout 2. The form can be further simplified by deleting questions 2-4 and change question 1 into: Overall, how do you rate today's training? It is also recommended to add the title of each training activity on the form, rather than just: Training activity 1, 2, etc., because participants will remember what they did in each training activity and give more accurate answers.
- **Mood meter:** Prepare a daily mood meter on a flipchart using handout 3 for every training day.
- **Mailbox:** Prepare a closed box with a slot for inserting 'letters' or pieces of A4 sheets with MAIL BOX written on it in big letters. It should be easy to open for the trainers at the end of each day but not too easy to avoid snooping.

At the end of each training day, encourage participants to provide feedback and complete the selected daily feedback method(s). Tell them that the feedback tools are anonymous and are used to improve the training. Make sure to collect the forms, letters or flipcharts and quickly analyze the results during the daily trainers' review and planning session after the training for possible fine-tuning of future DWOVH training sessions.

If there are several critical or negative feedback outcomes (for a day, a session, a trainer's performance, the training atmosphere, or specific training content, process or method), take action soonest. Discuss the feedback with the group at the start of the next training day, right after the 'ears' and 'eyes' exercise:

- Acknowledge the comment(s),
- Appreciate the critical thinking and honest emotions
- Explain the trainers' views as relevant
- Invite further discussion
- Agree with participants on how to remedy the situation and prevent such outcomes in future sessions.

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