



ADB

Consultancy Services for Social Awareness of Strengthening Access of Women and Vulnerable Groups in Selected LICs to Improve Water and Sanitation Services for Asian Development Fund (ADF) Grant associated with DESWSP, Dhaka WASA.

Module for Community-Based Organization, CBO Leadership Training

For CBO Leaders

Produced & Implemented by



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Introduction

The CBO Leadership training targets the Community Based Organization (CBO) leaders in the selected Low-Income Communities (LICs). The training will be organized under this project by Dushtha Shasthya Kendra (DSK) with the aim, of enhancing the knowledge and skills of leadership among the CBO leaders; specifically by addressing the team and team building, leadership and conflict-resolution techniques, the relationship between emotion, intelligence, and leadership, gender-based analysis of leadership, problem-solving, and participatory decision-making processes, formulating effective plans, and coordination with various service providers etc.

The primary objective is to empower the CBO leaders to better perform as community leaders, thereby fostering CBO-based actions & governance, especially regarding Water, Sanitation & Hygiene (WASH) issues, and ultimately leading to improved WASH services and practices.

The training will offer a comprehensive and diverse perspective on the selected topics. It will enrich the joint learning experience for the participants and the facilitators, along with the increased effectiveness of the training sessions.

The training will appear to be a well-organized effort to equip CBO leaders with the necessary knowledge and skills per the training objectives. They become aware & skilled in practicing leadership qualities in team building, conflict management, and participatory decision-making techniques from time to time; especially while implementing their responsibilities, and ultimately contributing to improving WASH services and practices in the target areas.

Training Objectives

At the end of the training the participants-

- Will learn about teams and team building
- Will gain an understanding of leadership and conflict-resolution techniques
- Can explain the relationship between emotion, intelligence, and leadership
- Will learn about gender-based analysis of leadership
- Will gain knowledge and skills in problem-solving and decision-making processes
- Will be capable of conflict resolution and decision-making in a participatory manner
- Will be capable of formulating effective plans
- Will be able to coordinate activities with various service providers

Training Participants

The training participants will be the Community Based Organization (CBO) leaders, from the selected Low Income Community (LIC) areas.

Training Content & Schedule

SN	Time	Contents	Methodology	Facilitator
1	09:30-10:30 AM	Inauguration & Introduction <ul style="list-style-type: none"> • Training Objectives • Training Schedule • Expectations, • Introcucing Project and Organization 	Speech, Interactive plenary with ppt.	Dhaka WASA facilitator Dr. Kallol Chowdhury Training Expert, DSK
2	10:30-10:15 AM	Concepts of team building <ul style="list-style-type: none"> • Checking preconceptions • Ideal team features and components • Team/team requirements • Team Building Steps • 12-C for Effective Team • Team performance improvement strategy 	Blind Line Game, Interactive plenary with ppt.	Sanjida Jahan Ashrafi BCC Expert, Team Leader, DSK
	11:15-11:30 AM	Tea Break		
3	11:30-12:00 PM	Leadership & Conflict management <ul style="list-style-type: none"> • Checking preconceptions • Leaders and leadership • Leadership techniques • Leaders and managers • Required skills, qualities • Dos and Don'ts of a leader • Causes and solutions to conflicts 	Video Show, Interactive plenary with ppt.	Dr. Kallol Chowdhury Training Expert, DSK Rukon Uz Zaman Com. Mobilization Expert, DSK
4	12:00-1:30 PM	Emotional-Intelligence <ul style="list-style-type: none"> • checking preconceptions • Emotion, intelligence and leadership • 5 Emotional Intelligence Strategies • Gender-based analysis of gender and leadership 	Interactive plenary with presentation	Dr. Kallol Chowdhury Training Expert, DSK Rukon Uz Zaman Com. Mobilization Expert, DSK
5	1:30-2:00 PM	Decision making and Planning <ul style="list-style-type: none"> • Decision making and types • Prerequisites and stages of decision making • Planning steps 	Interactive plenary with presentation	Dr. Kallol Chowdhury Training Expert, DSK Rukon Uz Zaman Com. Mobilization Expert, DSK
	2:00-	Lunch		

	3:00 PM			
6	3:00-4:30 PM	'Community-led WASH' Integrated approach and the role of CBOs	Interactive plenary with ppt.	Sanjida Jahan Ashrafi BCC Expert, Team Leader, DSK
7	4:30-5:00 PM	Training Closing Evaluation and conclusion	Speech, Interactive plenary, VIPP method	Dhaka WASA facilitator Dr. Kallol Chowdhury Training Expert, DSK

Training Logistics

Marker, VIPP cards, Black ribbon, A4 white Papers, sign pens, writing pens, projector with screen, laptop, presentations, video clips, handouts, etc.

Training Session Details

Session 1: Inauguration & Introduction

Training Objectives, Training Schedule, Expectations, Introducing Project and Organization

Session Objectives: At the end of the session the participants will -

- Register the name
 - Training will be inaugurated
 - Overcome initial inertia and get to know each other
 - Know about the objective of the training
 - Know about the relevant organizations and projects
- **Facilitator:** Dhaka WASA facilitator and Dr. Kallol Chowdhury, Training Expert, DSK
 - **Methods:** Speech, self-introduction, Interactive plenary with ppt.
 - **Time:** 09:30-10:30 AM
 - **Steps:**
 - Facilitator will take signatures of participants on pre-prepared signature sheets and provide assigned materials to participants.
 - Facilitator will greet the participants and brief the participants about organisers, management, facilitators and duration of the training.
 - Arrange & facilitate the inauguration of the training.
 - Presentation to show & discuss about the training objectives & contents.
 - Collect participants' expectations through plenary discussion.
 - Facilitate presentation on Organization and project introduction.
 - Q & A and Session conclusion.

Relevant information of Session:01

Training Ground Rules

During training --

Mobile phone switched off/ kept silent, active participation, no side talking, no irrelevant discussion, stay focused, time compliance, respect the opinions of others, speak one by one, Raise hand to get facilitator's attention before speaking etc.

Introducing Project and Organization

DSK-Diwasa-ADF project

Project Title

Social Awareness of Strengthening Access of Women and Vulnerable Groups in Selected Slums to Improve Water and Sanitation Services for Asian Development Fund (ADF) Grant associated with DESWSP, Dhaka WASA.

Project Aim

To improve access to water and sanitation and promote legal empowerment of women and vulnerable groups in low-income communities (LIC) in DESWSP's commanding and surrounding areas in Dhaka.

The project aim has developed in line with the Project Administration Manual (PAM) of ADB; Output 4: Empowerment of women and vulnerable groups supported.

Partnership Output

- **Output 1: Access of women and vulnerable groups** in selected slums to improved water and sanitation services strengthened
- **Output 2:** Sectoral policies, planning, and capacity for **Gender-responsive and socially inclusive responses to WASH** challenges strengthened.
- **Output 3: Participation** of women and vulnerable groups in water, sanitation, and **slum governance strengthened**, and mechanisms for **their legal empowerment** developed.

Through this project, the following strategies are ongoing –

1. Strengthening access to water, sanitation facilities and services for women and backward communities in selected LIC/low income areas.
2. Strengthening water, sanitation and hygiene policy, planning and capacity development, ensuring gender-responsiveness and social inclusion in addressing water, sanitation and hygiene challenges, and
3. Strengthening the participation of women and marginalized groups in water, sanitation, and CBO management in low-income communities, and developing the necessary mechanisms for their legal empowerment.

The Asian Development Bank is financing the project through the Asian Development Fund.

Dhaka Water Supply and Sewerage Authority (Dhaka WASA)

Dhaka Water Supply and Sewerage Authority (DWASA) was established in 1963 as an independent organization with the mandate of Water Supply and Sewage disposal to the city dwellers of Dhaka.

Its activities have been reorganized by 'The WASA Act, of 1996' and according to this act, DWASA is now operating as an autonomous body with corporate culture in its management and operation.

Vision

To be established as Asia's best public sector water provider through environmentally friendly, people-oriented, and sustainable water management.

Mission

- Organizations providing the best customer service;
- Increasing the use of surface water by reducing dependence on groundwater;
- Formulation of corporate systems in management and governance;
- Ensuring high standards of transparency and accountability in all services and activities;
- Increasing efficiency and reducing operational costs in all activities of Dhaka WASA.

Dhaka WASA Turnaround Program

Strategies

- Change of mindset
- Transparency
- Accountability
- Excellence in Customer Service
- Cost-effective management
- Institutional Reform for Capacity Building

Strategic Actions

- Water Master plan
- Sewerage Master plan

Water Supply Demand vs Production

On 2009

- Water demand: 360 sq. km service area with 12.50 million people with a demand of almost 2120 million liters per day (MLD)
- Water production: Water production of Dhaka WASA was 1880 million liters per day (MLD)

On 2023

- Water Demand: 400 sq. km service area with 22 million population, present daily demand is 2600 million liters per day (MLD)
- Water production: Water production of Dhaka WASA 2700 million liters per day (MLD).

Low Income Community (LIC)

The biggest LIC of Dhaka city named "korail Bosti, Sattala Slum, Bhasantek slum" has already been covered with a legal water connection. By June 2025, all Low-Income Communities (LIC) of Dhaka city will be covered through legal water connections.

Dushtha Shasthya Kendra (DSK)

Dushtha Shasthya Kendra (DSK) is a non-government development organization (NGO) aims to facilitate the establishment of a rights-based, equity-driven, and poverty-free society; especially in the hard-to-reach remote areas (Urban slums, Coastal belt, Wetland areas) of Bangladesh.

In the mid-eighties under the banner of "Niramoy Free Friday Clinic" a group of professionals, doctors, social activists, and volunteers began free Primary Health Care (PHC) services at Tejgaon slums in Dhaka. After a devastating flood in 1988, DSK formally started its journey by providing relief and health care to flood-affected low-income people in Dhaka city. Presently, DSK's development interventions are spreading across 116 sub-districts in 17 districts of Bangladesh, covering more than one million disadvantaged families.

DSK Vision

DSK seeks a country of social justice, where poverty has been overcome and people live in dignity and security. DSK aims to be a partner of choice within a worldwide movement dedicated to eradicating poverty.

DSK Mission

DSK aims at building strong community based organizations (CBOs) which will eventually be able to plan, prioritize and implement their development programs through the mobilization of the following combination of resources:

- Family and community
- Government
- Donor agencies and
- Concerned civil society

DSK Themes

* Health Care Water, * Sanitation and Hygiene (WASH), * Microfinance, * Relief and Rehabilitation, * Disaster risk reduction (DRR) & Climate Change Adaptation (CCA), * Advocacy on people's rights, access to basic services and Gender, and * Non Formal Education.

DSK Guiding Principles

Team works: DSK work together and believe that the combined efforts exceed what one can accomplish individually.

Openness: DSK believes and demonstrates openness in all of the dealings with others.

Integrity: DSK believes in utmost sincerity and honesty in every aspect of works.

Relationship: DSK believes in the sound professional relationship leading to building a congenial work Atmosphere.

Professionalism: DSK prioritizes standard professional skills, competence and promote such behavior of our staff.

Inclusiveness: DSK focuses on poor women and follow an inclusive approach!

Fairness: DSK reasonably and equally treat the people irrespective of gender, age, disability, religion, and ethnicity.

Recognition: DSK recognizes and reward each others' contributions and efforts.

Respect: DSK encourages and appreciates delivery of opinions and ideas by DSK staff without hesitancy, fear, intimidation and disrespect to others!

Excellence: DSK strives for excellence through continuous improvement.

Commitment: DSK is committed to working for meeting the organizational goal.

DSK Major Programs & Projects

Since its inception, to reduce the poor population's poverty and vulnerability, DSK has been implementing various development programs and projects to enhance the quality of life and livelihoods of the poor people in Bangladesh.

Following are the major program and projects that DSK has been implementing:

- Health Care Program
 - Primary Health Care, Maternity, and Hospital Services
 - Sexual and Reproductive Health Rights (SRHR) projects
 - Awareness of non-communicable diseases.
- Micro Finance
- Water, Sanitation, and Hygiene promotion (WASH) projects
- Relief and Rehabilitation projects
- Disaster Management (DRR) and Climate Change Adaptation projects
- Non-formal education project
- Training Cell: Human Resource Development and community capacity building

DSK website: <https://www.dskbangladesh.org/>

Session 2: Concepts of team building

- [Checking preconceptions](#)
- [Ideal team features and components](#)
- [Team/team requirements](#)
- [Team Building Steps](#)
- [12-C for Effective Team](#)
- [Team performance improvement strategy](#)

Session Objectives: At the end of the session the participants will -

- Get an idea about the team.
- Know details about team/team components.
- Be able to explain the characteristics of successful teams.
- Know what to do to make a team sustainable.
- Learn about the 12-C's of effective team building.

- **Facilitator:** Sanjida Jahan Ashrafi, BCC Expert, Team Leader, DSK

- **Method:** Blind Line Game, Interactive plenary with ppt.
- **Time:** 10:30-11:15 AM
- **Steps:**
- Guidelines for the Blind Line Game
 - Form an all-boys or all-girls volunteer group among all participants and explain the game.
 - Assign 1 number to each participant. If there are 8 people/10 people then the number 1-8 or 1-10 should be written on separate paper and given to all.
 - Set & mark all the number positions on floor, as per the numbers given to each participant.
 - They will see the numbers on their papers & floors by themselves and fold the paper again. These numbers cannot be shown to anyone.
 - After seeing the numbers on paper & floor, the participants should be blindfolded with a black cloth.
 - Then their positions have to be shuffled by moving around.
 - After shuffling, ask the participants to take their positions on floor, according to their numbers on their papers.
 - They will do the work by touch of hand or by some signal without speaking.
 - When everyone stands up & fixed on a position, they have to open their eyes and look at the paper in hand and ask if they can stand according to the number on the paper.
 - Listen to the experience of participants & others at this stage.
- Present the ppt. with interactive discussion
- Summarize & close the session.

Relevant information of Session : 02

Team means

- Teammates are interdependent or mutually influencing.
- Teammates share some similar things or benefits or interests among themselves.
- Team is assembled to perform certain activities.

Considerations before team formation

- Before forming any team or committee, inform the relevant people.
- Inform the Team/Committee for what purpose or work it was formed.
- Set & inform the characteristics of who can be in the team.
- Team should be formed with interested and like-minded people.

Team can be formed through election or through support by raising hands.

What the team members should do

- Will exchange similar experiences
- There will be interdependence and influence
- Be aware of each other's mentality

- Will consider itself as a team
- Will exchange views on leadership and decision making
- Share tasks and responsibilities to accomplish interdependent tasks
- Everyone will evaluate individual and team performance.
- Will arrange rewards based on individual and team performance

Characteristics of successful teams

- Clear objectives and agreed goals
- Openness and confrontation
- Support and trust
- Cooperation and conflict resolution
- Sincerity with the leader and others
- Appropriate leadership
- Regular review
- Individual development
- Mutual sincerity among team members
- Participatory Decision making
- Positive perception & response to disagreements

Necessity of Teams

- Activities/Works can be implemented successfully through team
- Communication with various organizations is possible
- Any problem can be solved quickly
- Can realize any claims or benefits effectively
- The functions gets more validity & acceptance
- Leadership development
- Security can be ensured
- Can ensure individual m& group rights
- Teams are needed for sustainable programing & implementation.

TEAM: T= Together E=Everyone A=Active M=More
Everyone achieves more together.

Skills required in team building

- Event Planning Skills (Overall Management)
- Communication
- Food Catering Management
- Stage arrangement management
- Logistics management
- Financial management
- Program management and facilitation

- Reporting and Documentation

12-C Concepts for Building Effective Teams

1. Clear Expectation
2. Context
3. Commitment
4. Competence
5. Charter
6. Control
7. Collaboration
8. Communication
9. Creative innovation
10. Consequences
11. Coordination
12. Cultural Change

Community Based Organizations (CBO)

Organizations are created with a single purpose in mind. People cannot do everything alone. There are certain tasks that must be done together. When some people do a work together or when some people come together to achieve some goal it is called organization. That is, whenever some like-minded people come together to complete their work for the purpose of doing something, it is an organization or committee. People have created various organizations for their needs. For example: family, society, state.

Man was not created for these needs. That is, organization is a human-made system that is ongoing. In more simple terms, an organization is the coordinated action of a number of people for a particular purpose. An organization cannot survive without activities. Organization is a special form of social system. So when any community or area based organization is formed it is generally called CBO.

Our life in today's age cannot be imagined without organization. In the modern era, it is impossible to sustain our life without organization. Various needs and activities of our daily life are being controlled by various types of organizations.

Organizational Development

Organizational development is a long-term effort to bring about planned change in an organization based on problem analysis with the participation of organization members. In general, organization development refers to the need for organization development mainly to achieve the goals/objectives of the organization, to achieve stability, to formulate programs, to adapt to changes, to coordinate, to accommodate the changing needs of the society, etc.

The main objective of organizational development is to change the values and attitudes of the people concerned, to bring about changes in behavior, attitudes and behavioral activities and to bring about changes in policies and structures.

Organization structure

Usually an organization has three councils

1. Advisory Council
2. Executive Council
3. General Council

Positions in the committee

Positions	Number of people
President	1
Vice President	1 or as needed
General Secretary	1
Asst. General Secretary	1 or as needed
Treasurer	1
Member Representatives	As needed

Necessities of Community Based Organizations (CBOs)

- Activities can be successfully implemented through an organization.
- Everybody can be responsible for solving their own problems and solve them quickly.
- CBO enables communication with various institutions and makes stakeholders accountable for realizing their rights.
- Enables to claim any rightful claim or privilege.
- People can strengthen their position in the community.
- CBO activities gets recognition & validity.
- Foster leadership development.
- Enhance life style and securities.
- Enhance the scopes of sustainability of changed practices.

Characteristics of effective organization

- All are united
- Has a constitution
- Members are involved in regular meetings & other activities
- Most of the committee members present at the regular meeting
- There are coordination between CBO activities
- There are accountability and transparency
- Financial management remains vibrant and operational
- Members have a proactive attitude & role
- Participatory decision-making and implementation processes remain effective
- There are mutual cooperation and understanding among the members
- Members are able to manage the conflicts
- Participatory monitoring and evaluation process remain continue & effective

Responsibilities and Duties of the CBO Committee

1. Conduct regular meetings, ensure participation of majority of members.
2. Checking progress of work
3. Solving local problems
4. Liaising with various NGOs/Organizations
5. WASH fund collection and preservation
6. Informing the local people about the work in the area
7. Preserving necessary documents
8. Assist WASA in stopping illegal connections in the area
9. Take initiative to pay water bills regularly
10. Attending various meetings of Ward, WASA, City Corporation and coordinating with their plans.
11. Active participation in various assembly programs at Ward and City Corporation level.
12. Will coordinate and communicate with various service providers for the development of the area.
13. Support to aware people to pay bills regularly, to keep the service smooth.
14. Will take necessary steps to adhere to hygiene practices.

The President

- The general secretary will convene the meeting every month on the instructions of the president.
- President will preside over the meeting and lead the committee.
- If a member is absent from 3 consecutive meetings without taking the permission of the President, then the President may remove him from the membership at the decision of the Management Committee.
- The Vice-President shall act as President in the absence of the President.

General Secretary

- The general secretary will call the meeting and conduct the meeting under the direction of the President.
- Will ensure the participation of the participants in the meeting
- Shall keep the resolution book of the meeting.
- Will pass the revised resolution after hearing the views of the participants.
- Will write the resolution of the current meeting.
- Will collect the names and signatures of the participants.

Treasurer

- Treasurer (Cashier) shall keep the accounts properly with the approval of the Management Committee.
- Will help members, and show the account, if a member wants to see it. Assist in monitoring, as necessary.

- Treasurer will keep accounts of income-expenditures of the organization.
- Will collect subscriptions at a pre-determined rate from all the users for each WASH infrastructure i.e. community latrines, pipes, water points, tubewell, etc., and maintenance works like cleaning, purchase of essentials, minor repairs, etc.

To-Do's for scheduled meetings

Before the meeting

- Determination of subject and objective
- Create and send x priority lists
- Participant determination/selection
- Selection of place and time of meeting
- Budget formulation
- Inviting x and completing organizational aspects
- Ensuring supply of necessary materials

During the meeting

- Confirmation of attendance of all
- Explain the purpose of the meeting
- Review decisions of previous meetings
- Review the xx forum
- Ensuring everyone's participation in Xx discussions
- Decision making and signing
- Announcement of the end of the meeting fixing the time of the above meeting

After the meeting

- Prepare resolution of X meeting
- Meeting minutes are sent to the participants
- Distribution of post-meeting responsibilities
- Follow up and monitoring

Facilitators' role in conducting the meeting

- The President will preside over the meeting. In the absence of the President, the Vice-President or any member will preside.
- Call the meeting every month.
- Inform the time, subject, and date of the meeting at least 3/4 days in advance.
- Check the progress according to the decision of the previous meeting, prepare the action plan for the next month, and present the successes and failures with reasons.
- Making decisions based on the opinions of the members.
- Ensure the participation of all present in the meeting.
- Raise any accounts in the presence of all.

- Any change, or amendment of CBO (eg: the expulsion of members, filling of vacancies et.) must be done with the consent of all.
- Keep the members of the meeting on the relevant topic.
- Will summarize what the meeting members discussed, and ensure that it is recorded accordingly.
- Should facilitate the decision making process. Ensure that all team members are participating in the decision-making process, and re-state decisions as necessary for everyone's understanding.
- Above all, the facilitator of the meeting will play the role of assistant in all cases.

Tea Break: 11:15-11:30 AM

Session 3: Leadership & Conflict management

- Checking preconceptions
- Leaders and leadership
- Leadership techniques
- Leaders and managers
- Required skills, qualities
- Dos and Don'ts of a leader
- Causes and solutions to conflicts

Session Objectives: At the end of the session the participants -

- Will know about the necessity of leader in running the organization.
- Can explain what leaders and leadership are.
- Will gain an understanding of various leadership styles and techniques.
- Will learn about the importance of leadership and understand the skills, qualities, dos and don'ts of a leader.
- Will know the causes and strategies of conflict resolution and will be able to resolve conflicts.

- **Facilitator:** Dr. Kallol Chowdhury, Training Expert, DSK
Rukon Uz Zaman, Com. Mobilization Expert, DSK
- **Method:** Video Show, Interactive plenary with ppt.
- **Time:** 11:30-12:00 PM
- **Steps:**
 - Ask the participants what they know about leadership by describing the purpose of the session, and then explain leadership based on their discussion and supporting information.
 - Focus the discussion on the three types of leadership styles: Democratic Leadership, Authoritarian Leadership, and Delegation Leadership.

- After the three types of leadership discussion, show and discuss the video about leader and leadership. Prepare the required presentation for the assistant in advance.
- At the end of the video, invite everyone to analyze the differences between the roles of leaders in the video. Listen to their opinions. In this context, explain the do's and don'ts, also discuss the learning points based on supporting information.
- Ask participants for their views on what type of leader they need and why!
- The facilitator tells the participants that 'we are all representatives of CBO here. From our position, we are working for the development of this community. While working at the CBO level we must face various problems. Conflicts are natural among people.'
- Invite the participants to share their experiences about conflict management.
- Later, in the light of the supporting information, give an idea of what the CBO members can do to resolve the conflicts.
- Finally summarize the session and end the session by thanking everyone.

Relevant information of Session: 03

Video Link on Leader & Leadership

<https://www.youtube.com/watch?v=kvALtridlbI>

Leadership

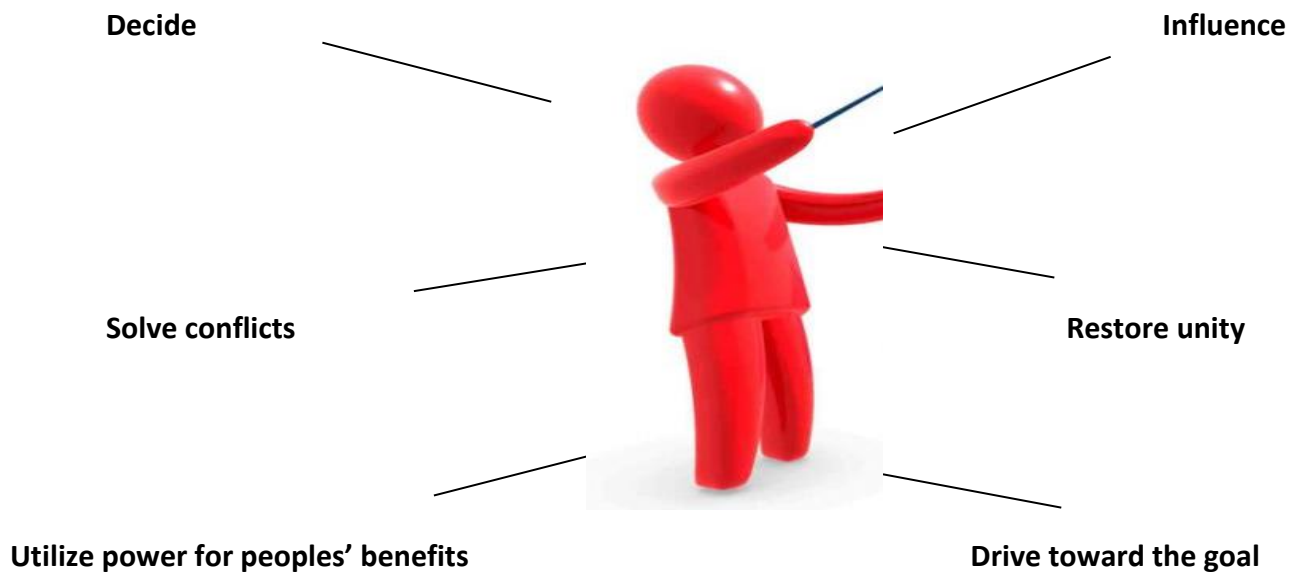
Leadership is the process of directing and influencing others. With the help of which people can get the help and support of other people to complete a public task. i.e. individual effort to achieve a goal. It is the ability to encourage, direct and guide people so that they can express their powerful feelings. Can express their expectations. The leader must have the ability to influence others the leader must provide the right leadership in different situations. The leader must change or shift his action strategies as necessary for maximum results.

That is, leadership is organizing and encouraging the team to achieve a specific objective.

It is an influence by which the followers are motivated to carry out the actions directed by the leader and this results in positive changes in almost every phase of social life.

The leader

A leader is the head of a group of people - who exercises power as a representative, can influence, make decisions, resolve conflicts and lead the group towards the same goal while maintaining team harmony. That is, the person who influences the setting of goals, planning, and execution of organizational functions to achieve goals is called a leader.



Importance of leaders and leadership

- To reach specific goals
- To lead the team
- For adopting and implementing plans
- To manage the team smoothly
- For resolving disputes in groups or communities
- To maintain inter-organizational communication
- To preserve democratic values
- To protect the team from possible adversity.
- To create second-level leadership from within own team/community
- For getting services/cooperation from various organizations etc.

The role of the leader

- To keep the group or organization active
- Taking an active role in conflict resolution and problem solving in participatory processes
- Maintaining communication and coordination with organizations providing services
- Follow up on team work distribution and implementation and motivate team members
- Taking emergency decisions and implementing them in case of special needs (e.g. Evictions, flooding, floods, fires);
- To play a leading role in area needs assessment, planning, program implementation and monitoring and follow-up.

Leader Do	Leader Don't
<ul style="list-style-type: none"> ▪ Will be respectful of everyone's opinion ▪ Will remain neutral ▪ Will face the situation with patience, courage, and intelligence ▪ Will identify the root cause of the problem and formulate a plan accordingly to solve it ▪ Will play a leading role in working for the development of the area by resolving the dispute 	<ul style="list-style-type: none"> ▪ Do not impose a single opinion ▪ Will rule out self-contradiction in conflict resolution ▪ Do not take any decisions alone ▪ Do not encourage factionalism ▪ Do not show anger, frustration, pride ▪ Do not behave inconsistently

Characteristics of autocratic and democratic leaders

Autocratic/dictatorship	Participatory/democratic
Self decision maker	Value others' needs
Impose one's own opinion on others	Make decisions based on everyone's opinion
Does not care about other's opinion	People/groups have access to monitoring
There is less opportunity to reflect the needs of the group or the people	Crteativity excercised
Objectives and goals of the works are not clear	Everyone is aware of the objectives and goals of the work
Results are temporary	Results are sustainable
No willfull participation allows	Everyone are allowed to participate

Leadership styles

Democratic leadership: This type of leadership takes a lot of time to decide. However, everyone has an opportunity to give their opinion, so everyone shares equally the mistakes or results of the work.

Authoritarian leadership: In this type of leadership, it takes less time to make a decision. The leader has doubts about the competence of the members. Since there is a clear instruction, the work can be done very precisely. But here the workers/members fear the leaders.

Delegated leadership: In this case, the leader trusts the members so that the members behave strongly. Members act on their own initiative, considering their own work.

An unsuccessful leader's behavior

- Do not exchange skills
- There will be no sincerity in X's words
- Doubt or negative view of everything
- Tone and tone of command in words
- Don't take anyone's opinion into account when making decisions
- Will force his opinion

- Doesn't want to listen or get upset when someone talks about a problem
- Would eventually leave in disgust as the leader forced his decision
- After the leader leaves, members/followers will criticize the leader.

A successful leader's behavior

- Will exchange skills
- Will look at everyone and talk with a smile
- Will speak sincerely
- Will listen carefully to everyone's problems
- Will seek everyone's opinion in solving the problem and will make a decision in the light of everyone's opinion
- Will leave everyone well
- Will ensure everyone's participation in the discussion
- After the leader leaves, the members/followers will happily praise the leader.

Concepts of Conflicts

Ambivalence is the tendency to have conflicting reactions to something.

Conflict is a process in which differences and unwanted situations arise due to differences of opinion or interest between individuals, groups or classes. Due to this, disaster occurs in any work and it is not possible to do collective work successfully.

One group is affected and the other group is benefited. Sometimes both parties are affected.

Causes of Conflicts

- Personal interest, greed and abuse of power
- Imposing one's opinion on others
- Competition over resources
- Lack of mutual cooperation or sympathy
- Non-compliance with organizational rules
- Lack of transparency in financial management
- Inferiority and improper distribution of responsibilities
- Lack of single decision making and mutual understanding
- Lack of accountability and class discrimination
- Party strife, difference of opinion
- Jealousy/jealousy, malice
- Not keeping promises
- Misunderstanding, etc.

Types of Conflicts

- Self with Self: For Goals, Needs and Purposes
- Person to person conflict: For disagreement, rivalry
- Party rivalry: For power, status
- Institutional conflict: conflict with different levels, conflict in functioning

Results of Conflicts

Negative aspects

- Development activities are disrupted
- Disaster strikes in xx's personal life
- Power is axial
- Organizational environment is destroyed
- Personal relationships are destroyed
- Interactions are lost
- Is factionalized
- Function is lost
- Is hindered in achieving the desired goal
- Is a waste of time and money
- Project activities are not sustainable

Positive aspects

- Hidden problem comes out
- Ensures accountability and transparency
- Is a relatively good decision
- Participatory decisions are taken
- Comes out the alternative way
- Can decide to change
- Increases loyalty to the group or organization
- Creates a competitive environment

Conflict resolution strategies

- Identifying the root cause of the problem and taking steps to solve it accordingly.
- Creating an environment for participatory discussion.
- Discussions between divisive individuals or groups.
- To create a spirit of unity among anti-X individuals or groups and take action accordingly
- To take the initiative for compromise or conciliation.
- Do not take time (hurry) to resolve conflicts.
- Remain neutral in conflict resolution.
- If the dispute cannot be resolved on the basis of consensus, find an alternative way.
- To exchange practical experience
- Trying to resolve doubts in the light of positive experiences.

Styles of Conflict resolution

- Competitive: of course one party loses, or loss for both parties
- Avoiding: loss for both parties
- Accepting: one's loss, one's win
- Compromise: make some concessions by both parties
- Collaborative: two-way win; a win-win situation

The best style to resolve conflicts is through a collaborative approach.

Role of CBOs in conflict resolution

- Identify the root cause
- Find out possible ways to solve x.
- Finding useful and beneficial ways based on the participation of all
- Fixing the implementation strategy in Xx solutions
- Making decisions and documentation in the interest of the larger population
- Follow up properly.
- Find out possible alternative ways to solve the problem.

Ways & Means to be a successful leader

Being a successful leader requires hard work. You can't be a leader if you say you will be a leader. One cannot be led suddenly. One attains the status of a leader only when he possesses the qualities of self-confidence, foresight, diligence, tolerance, and solution-giving. But these qualities are not developed in one day. It requires hard work and dedication.

- **Positive attitude**

A leader always has to go through challenges. Must have the vision to move the team forward by bringing out the positives while dealing with any negatives with incredible skill. The quotes of various leaders, writers and philosophers are discussed below;

The famous French writer and traveler Antony de Saint said,

"If you want to build a ship, instead of dividing the work and instructing your people, make them dream of the immense possibilities of the sea"!

- **Freedom of expression**

If a leader wants to get the best service from everyone, he should allow them to roam freely and express themselves freely.

According to the Chinese philosopher Lao Zhu,

"The best leader is one under whom, when something is achieved, everyone involved feels that they have done it together."

- **Ability to know and understand others**

There must be an effort to understand the emotions of others and act accordingly. Understanding the hidden power in others and helping them to use that power in a proper way reveals the merit of a leader.

Microsoft founder Bill Gates said,

"Leaders should guide their people to increase their knowledge and thinking power. All decisions should not be taken by leaders alone."

- **Keep trying new things**

Thinking differently and trying to do something in a new way is a unique characteristic of a successful leader.

Indra Noori (former CEO, PepsiCo) said,

"As a leader, I go the extra mile so that others see it and are encouraged to do their best."

- **Keeping in touch with everyone all the time, encouraging work**

An effective leader needs to maintain communication 24/7 to build trust. Keep in touch with followers, stay close to them. It must be understood that he is also a common man like Tadeo. In order to evaluate the talent of all the team members, their creativity should be encouraged. They should be given freedom to think and create new ideas. An ideal leader spreads his ideas to everyone and accepts others as well. Doing this will motivate them.

Chris Hadfield (a former commander of the International Space Station) said,

“Leadership is about keeping your team motivated to achieve something even in difficult times by doing their best.”

- **Maintain a clear vision**

Keeping goals and objectives and procedures clear to employees is a sign of good leadership. Leaders have to create a work environment that is committed to employees.

Jack Welch, former CEO of General Electric, said, *“Leaders earn people's trust through impartiality and integrity.”*

- **Speaking directly and knowing feedback**

Being outspoken in giving the right direction to team members and giving the right feedback to team members is part of successful leadership. Get feedback on work from team members and stakeholders.

Confucius (ancient Chinese philosopher) said, *“A true leader is humble in his words, but aggressive in his actions.”*

Session 4: Emotional-Intelligence

- [Checking preconceptions](#)
- [Emotion, intelligence, and leadership](#)
- [5 emotional intelligence strategies](#)
- [Gender-based analysis of gender and leadership](#)

Session Objectives: At the end of the session the participants -

- Will learn about passion, intelligence and leadership.
- Will gain knowledge and skills in the 5 techniques of emotional intelligence
- Will learn how to combine emotion and intelligence in leadership.
- Will gain a clear understanding of feminine and masculine leadership.
- Can describe ideas about gender roles and inequality in leadership

- **Facilitator:** Dr. Kallol Chowdhury, Training Expert, DSK
Rukon Uz Zaman, Com. Mobilization Expert, DSK
- **Method:** Interactive plenary with presentation
- **Time:** 12:00-1:30 PM
- **Steps:**
 - Explain the techniques of emotional intelligence by doing PPT presentation.

- Explain leadership, alternative leadership and needs, emotions, intelligence, strategy and how one relates to the other.
- Ask the participants if there is such a thing as female leadership and male leadership. After listening to the opinions of the participants, give a clear idea about it.
- Discuss in detail the difference between feminine and masculine leadership in terms of characteristics through discussion.

Relevant information of Session : 04

Leadership, Alternative Leadership and Necessity, Emotion, Intelligence, Strategy all are linked to each other. Important issues are, how to present attractively in front of others, how to create space in others' mind, how to apply intelligence, create emotions and drive others towards achieving the great mass interests & goals. By applying these strategies, great achievements are possible.

Components of emotional intelligence

1. Self awareness
2. Self control
3. Evoking
4. Empathy
5. Social skills

Gender-based Analysis of Leadership

Masculine leadership	Feminine leadership
Transactional leader	Transformational leader
More autocratic less democratic	Less autocratic more democratic
Assertive	Flexible
Task Orientad	People Orientad
Competitive	Cooperative
Passimistic	Optimistic
Pragmatic	Perfectionistic
Self- contained	Expressive
Individualist	Collectivist
Persuasive	Consensual

Session 5: Decision-making and Planning

- Decision-making and types
- Prerequisites and stages of decision-making
- Planning steps

Session Objectives: At the end of the session the participants -

- Can explain the concept and process or steps of decision-making
- Can explain the benefits of participatory decision-making
- Can describe what the plan is
- Can explain the need for organizational action planning
- Can explain the process and steps of planning
- Can formulate plans for adopting organizational programs

- **Facilitator:** Dr. Kallol Chowdhury, Training Expert, DSK
Rukon Uz Zaman, Com. Mobilization Expert, DSK
- **Method:** Interactive plenary with presentation
- **Time:** 1:30- 2:00 PM
- **Steps:**
 - Explain the decision-making and its types, prerequisites, and stages by ppt. presentation.
 - Ask and discuss with the participants what is meant by decision-making and planning, and whether it is necessary.
 - Discuss the planning in detail through ppt. presentation.
 - Prepare the PPT in light of the supporting information in advance.

Relevant information of Session: 05

Effective decision-making

- Resources are used effectively
- Time is well utilized
- Timely and actionable decisions are taken
- Decisions are implemented by all team members
- Increases the team's problem-solving skills

Decisions can be made in various processes. With expert opinion, group and individual.

Steps of decision-making

- Determine the problem
- Clarify your purpose
- Mark all the options
- Analyze the results/effects of the options
- Identify the best solution

Styles of decision-making

- Taking authority decisions without group discussion
- Decision making by experts
- Making an average decision based on the opinions of people
- Authority decision-making with specific Group
- Deliberative decision making including minorities
- Decision-making is based on majority
- Decision-making based on consensus

Planning

Planning is thinking and deciding or fixing in advance what should be done within a certain period of time in the future. Or

Planning is the creation of ideas and specifying the content of what needs to be done to achieve an objective.

Action plan

In general, it can be said that the name of planning is to decide in advance of future work. Planning means specifying what to do, when to do it, how to do it, with whom/with whose help, and to what extent it can be done successfully. Likely to set –

1. What to do
2. Why to do
3. Where to do
4. With whom to do
5. When to do, and
6. How to do

Participatory planning

When a plan is made with the active participation of all members of the organization directly benefiting from the development, it is called participatory planning.

The necessity of participatory planning

- Increases self-confidence and motivation in one's abilities.
- Can identify their own problems through open discussion.
- Makes you bold and confident to work towards solving identified problems.

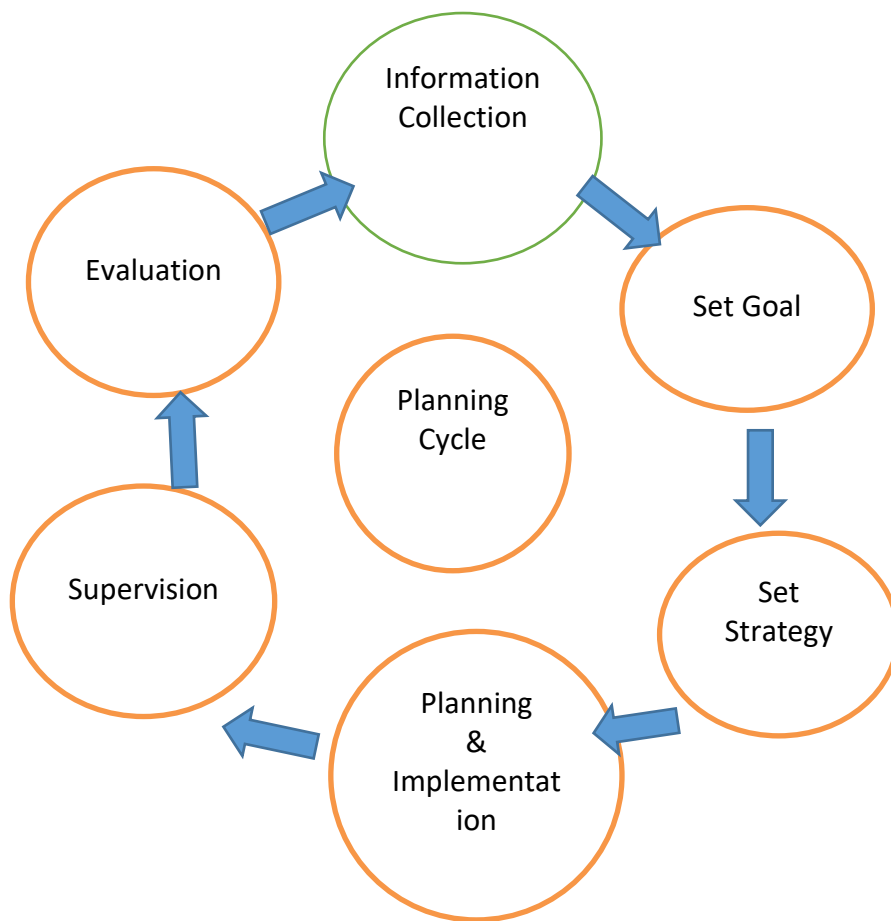
SWOT Analysis

Before making any plan, it is very important to analyze the strengths, weaknesses, opportunities and threats of the organization.

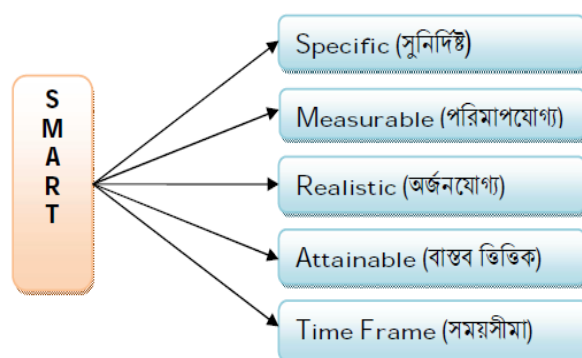
SWOT means: S- Strengths, W- Weaknesses, O- Opportunities, T-Threats

S: Strengths	W: Weakness	O: Opportunities	T: Threats
<ul style="list-style-type: none"> • The good side of the organization • What differentiates your organization from other competitors? • The experienced and skilled members • Transferable resources (intelligence, capital, own technology etc.) 	<ul style="list-style-type: none"> • Institutional gap • Differentiate what your organization lacks from other competitors • Limitation of resources (inexperienced and unskilled workers) • Intangibility of wealth 	<ul style="list-style-type: none"> • There are very few competitors in your area • The market for real products is low • Customers go out for your product • Positive press/news media coverage about the organization 	<ul style="list-style-type: none"> • Emerging Competitors • Change the control environment • Press/news media coverage of negative news about the organization • Changes in customer behavior/interests

The cycle of planning



Characteristics of a SMART Plan



- Clear cut objectives
- Time bound
- Full utilization of resources
- Easily understandable
- Flexible
- SMART Planning

The importance of planning

- Increases efficiency
- Reduces the risk
- Can be properly adjusted
- Help/cooperation can be arranged
- Can give/receive correct instructions
- Can be well-controlled
- Helps in achieving the objective
- People can be motivated
- Encourages creativity
- Helps in decision-making

Lunch Break: 2:00-3:00 PM

Session 6: Community-led WASH

Integrated approach and the role of CBOs

Session Objectives: At the end of the session the participants -

- Gain knowledge and skills on 'Community-led WASH' - integrated approach and CBO role.
 - Participants acquired updated & practical-oriented knowledge on Five Domains of Hygiene, including safe sanitation, water safety, and hygienic practices, including food and environmental hygiene.
- **Facilitator:** Sanjida Jahan Ashrafi, BCC Expert, Team Leader, DSK
 - **Method:** Interactive plenary with presentation
 - **Time:** 3:00- 4:30 PM
 - **Steps:**
 - The facilitator will ask the participants about the integrated approach to 'Community-Led WASH' and the role of CBOs,
 - Listen to their views and elaborate on the same in the light of ppt. presentation and supporting information.

Relevant information of Session: 06

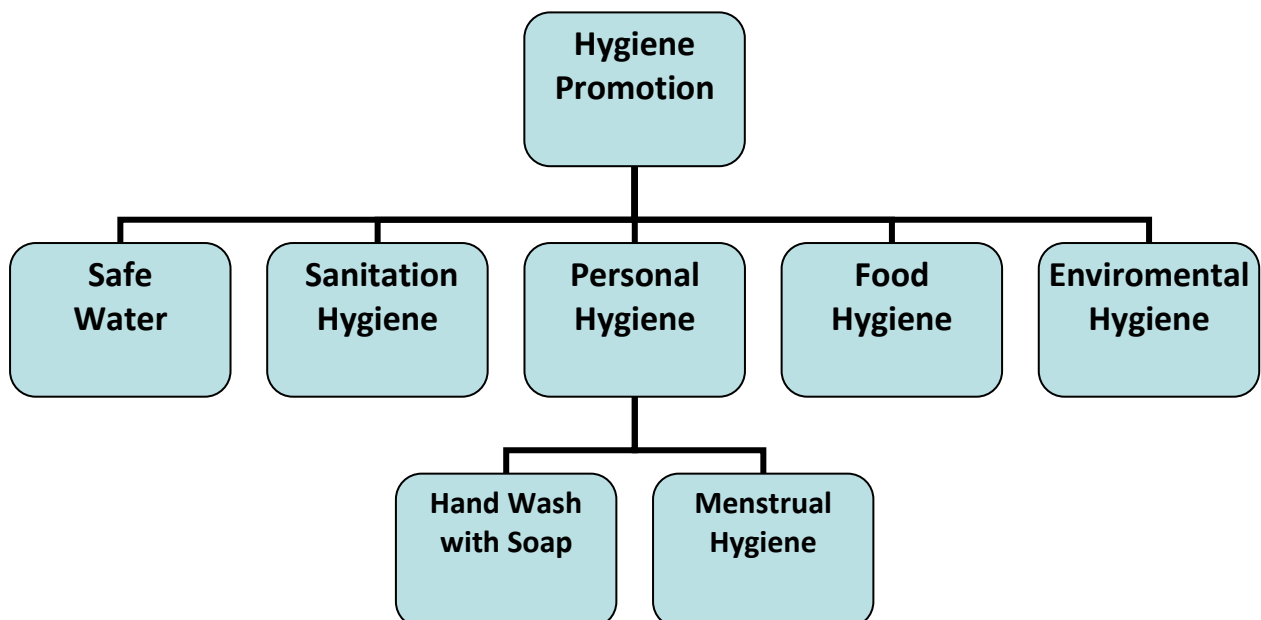
Healthy behavior

- **Hygiene** is a state and practice that helps protect health and prevent the spread of disease, and maintained through hand washing, menstrual hygiene management, following safe food practices, and maintaining a clean environment.
- Hygienic behavior refers to behavior that promotes safe hygienic behavior practices in a wide range of ways to keep people and their environment clean, enhance social status, prevent the spread of disease, reduce malnutrition and maintain good health.

Behavioral Domains

1. **Safe sanitation** practices and sewage disposal i.e. hygienic behavior regarding sanitation;
2. Hygienic practices related to **safe water**, means selection, use, and storage of safe water sources and safeguarding water during water collection, transportation, storage, and use;
3. **Personal hygiene** including hand washing, menstrual hygiene, and use of basic protective equipment (eg: masks, hand gloves, etc.);
4. **Food hygiene** / clean eating, means hygiene during the preparation and serving of food items;
5. **Environmental sanitation** like small sewer and household waste management, rural or urban waste management, epidemic-related waste management, etc.).

Five Domains of Hygiene Promotion



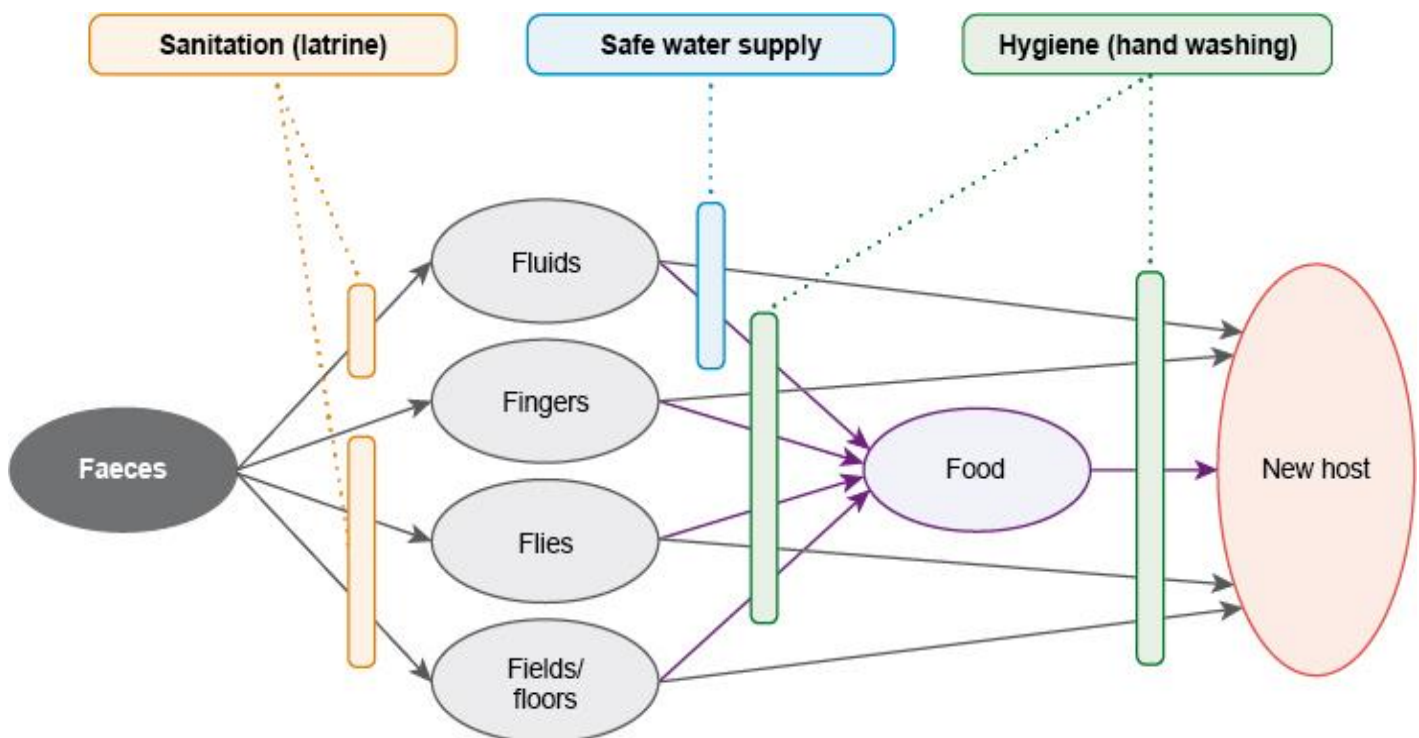
Initiatives to promote hygiene and basic sanitation practices in Bangladesh

Hygiene practice programs have been implemented for a long time by the initiative of national and international organizations in Bangladesh to promote hygiene activities, which have already had a great impact on the improvement of hygiene throughout the country.

Initiatives to promote hygiene activities include -

- Global Handwashing Day (GHD) – 15 October
- World Toilet Day (WTD) – 19 November
- Hand Hygiene for All (HH4A) – Adoption of a roadmap to achieve 100% Hand Hygiene for All
- International Menstrual Health Day (MHD) – 28 May
- World Water Day (WWD) – 22 March
- National Sanitation Month – October (National Sanitation Campaign)
- World Environment Day -5th June

F Diagram of germ infection from faeces



Features of hygienic toilet

- Faeces/excreta will be covered, and not visible from the outside.
- Toilets should be protected from the entry of flies or insects.
- The odorous gas generated in the toilet should be vented out through a properly installed pipe.
- Toilets should have doors, walls, and roofs.
- There will be special arrangements for menstruating or pregnant women.

- Additional space should be provided where clothing used during menstruation can be safely changed and washed.
- For physically challenged people, proper handles should be there for lifting and sitting and also should have a ram.

Safe water

Water that is free of dirt, garbage, waste, and sterile, tasteless, odorless, and colorless, and contains controlled levels of other chemicals (arsenic) and minerals is called safe water.

Source of safe water

Currently, Bangladesh's most common sources of safe water are groundwater, surface and rainwater.

Ground water

- Tubewells (Deep and Shallow Tubewell, Dipset Pumps etc.)
- Supply Water (piped water supply)
- Protected Ring Well (Safe Water)

Surface water

- River and pond water
- Protected fountains
- Rain water

Water Safety Plan (WSP)



Keep the water source clean & safe



Collect in clean container



Transport in covered container



Preserve in covered container



Serve/drink without touching

Personal Hygiene

Personal hygiene is how we take care of our bodies. Keeping ourselves clean makes us feel good about ourselves and keeps all of us healthy.

Personal hygienic practices

- Brushing our teeth
- Washing our hands
- Wearing clean clothes

- Showering or bathing regularly
- Keeping body fresh and clean

Hand washing

Washing hands with soap and clean, running water is one of the best ways to prevent spreading many diseases and conditions.

Wash both hands with soap and soap at 6 important times

1. Before taking the meal
2. Before feeding the baby
3. Before preparing and serving food
4. After defecating yourself
5. After toileting the child
6. After cleaning the garbage

Steps for hand washing

- Rinse your hands with water
- Apply enough soap to cover all hand surfaces
- Rub your hands together palm to palm
- Use your right palm to rub the back of your left hand, and vice versa
- Rub your palms together with your fingers interlaced
- Rub the backs of your fingers against the palms of your opposite hands with your fingers interlocked
- Rotate your left thumb in your right palm, and vice versa
- Rotate your hands back and forth with your clasped fingers in your opposite palm, and vice versa
- Rinse your hands with water
- Use a single-use towel to dry your hands thoroughly

Steps of Hand Washing



Rinse hand



Use soap



Palm to palm



Finger interlaced



Back to hands



Base of thumbs



Fingernails



Wrist

Menstrual healthcare

- The normal process of bleeding from the body of women and girls every month is called menstruation. Menstruation is a normal physical process in girls & women.
- This menstrual bleeding is considered a special time for women.
- Menstruation in women and adolescents usually begins at age 10 and can continue until age 55. Some may start before the age of 10 and may stop before the age of 55
- The menstrual cycle revolves around 28 days. Bleeding usually lasts for 3 to 7 days. This onset of menstruation means that the adolescent girl can achieve motherhood.

Some myths/superstitions around menstruation

- Menstruation is a very shameful and secret matter!
- Girls & Women are considered unholy/impure during menstruation!
- During menstruation, girls & women should not go near to the elder people!
- During menstruation, girls & women shouldn't have to take a bath every day and should drink less water!
- During menstruation, girls & women shouldn't eat fish, milk, etc.!
- During menstruation, girls & women shouldn't touch any delicate food (like cakes, pickles, sweets, etc.), as it may spoil the quality of the food!
- During menstruation, girls & women shouldn't eat together with everyone else in the house!
- Should not participate in any religious rituals!
- Women and girls should not cut nails and hair during menstruation!
- During menstruation, girls & women are prohibited from entering into the house of the newborn, and not allowed to hold the new baby!

Current status of menstrual hygiene management in Bangladesh

- Menstrual hygiene is a topic that most women are afraid to discuss in public
- Bangladeshi girls and women face major problems in this regard which they suffer in silence
- It restricts the mobility, safety, and employment of girls and women
- According to the 2018 National Hygiene Follow-up Survey
 - Only 53% school girls are informed about menstruation
 - 30% of female students are absent from school during their periods
 - 34% of girls use old clothes for their menstrual management

Guiding Principles to improve the situation around menstruation

- Management of menstrual hygiene is a fundamental right of women and girls
- Establishing monthly proactive partnerships with the private sector
- Involvement of men
- Formulate/adopt gender-friendly policies
- Ensuring that no girl or woman are left behind

Strategies to improve the situation around menstruation

1. Removal of barriers through education
2. Making affordable and accessible quality materials for menstrual hygiene management
3. Upgrading water, sanitation and hygiene facilities as menstrual friendly
4. Safe disposal of materials
5. Develop sectoral coordination and cooperation
6. Leverage the private sector capacities & initiatives
7. Guiding/instructing the participants to access & best use of the relevant services

Healthy Food

The food is called healthy food that, is prepared and stored in such a way that the quality and nutritional value of the food are maintained, is completely safe for human consumption, and there is no fear of life threat.

Unhealthy Food

- If the food decomposes naturally
- When food is with un-natural/bad stale or smells
- If the food is not covered
- If you don't use safe water while washing and preparing the food
- If using extra spices
- If the validity date is expired
- If you use unclean utensils while serving food
- If mixed with rotten/contaminated food/water
- If dust/debris gets into the food
- If food is cooked more or less than it should be, it becomes unhealthy
- If we cut raw fish, meat and cut fruits and vegetables without washing the knife/bowl, the salad will definitely become unhealthy.
- If the person serving the food does not serve it in a clean and hygienic manner.

Environmental Sanitation

Garbage disposal: Garbage pollutes the environment in many ways and harms public health. The public should be aware of this.

Prevention of air pollution: Smoke emitted from mills and brick furnaces, and smoke emitted from defective vehicles like carbon dioxide, sulfur dioxide, carbon monoxide, etc. are creating huge air pollution. For these public health is now facing a serious threat. Mass awareness and social resistance movements should be developed in this regard.

Different types of waste

Waste is generally of two types, solid waste and liquid waste.

Solid waste

- Can be biodegradable or non-biodegradable.

- Most non-biodegradable wastes are recyclable, but some are not easily recyclable or not recyclable at all.

Liquid waste

- Is also of two types, one is domestic liquid waste which can be reused through treatment and the other is toilet water or black water which can be easily reused through treatment.

Waste can be further classified as municipal waste, electrical and electronics waste, industrial waste, medical waste, toxic waste, chemical waste, commercial waste etc.

Components of solid waste

- Food, plant or vegetable waste
- Waste of paper or articles made of paper
- Single-use plastic products and other plastic waste
- Metal waste
- Glass and ceramic waste
- Textile waste
- Wood and other construction materials waste
- Cadaver or skin waste

Dhaka city waste

- 70% of the total waste produced in Dhaka city is biodegradable waste.
- The solid wastes of this city come from houses, markets, hotels and restaurants, various infrastructure construction activities and industrial establishments.
- On average, 6000 tons of solid waste is generated in this city daily, of which 2500 tons are generated in the area covered by the Dhaka North City Corporation and 3500 tons are produced in the area covered by the Dhaka South City Corporation.
- About 1,600 tons of daily generated waste in the city, remains uncollected, and these wastes are vigorously damaging the city environment in many ways.

Collective initiatives by the stakeholders for waste management

- Individuals and communities: Self, family, and community awareness, behavior change, regular monitoring, proactive measures, etc.
- Local Government Departments (City Corporation, WASA): Adequate budget allocation, provision of water, toilet, sewage facilities, provision of civic services including waste disposal, monitoring, surveying, etc.
- Public representatives: Budget allocation, promotion, and influence to provide civic services
- Ministry of Environment, Education and Health: Providing awareness messages, highlighting health risks and benefits, regular monitoring, research
- Non-Governmental Organisations: Ensuring availability of products, quality products at low cost
- Media: Promoting health risks and promoting healthy habits to increase public awareness.

- Development Cooperation Agency: Financial and technical cooperation, capacity building, research, and innovation in materials and technologies.

Roles of CBO

1. Taking initiatives to provide safe water and toilets for all the poor, backward groups, people with special needs in the area.
2. Positive change in health practices and taking necessary steps to eliminate gender disparity.
3. Building social resistance against women abuse, child marriage, and dowry.
4. Assessing the need for toilets, making a list of households, determining the location for setting up toilets.
5. Assisting in the construction of toilets and bathrooms and ensuring the safety of construction materials.
6. Taking measures to prevent any kind of irregularity, harassment or risk by the contractor or anyone else during the construction work.
7. To supervise the regular cleaning of toilets and to carry out post-construction maintenance expenses under the supervision of the CBO Committee.
8. Paying regular water bills.

Session 7: Training Closing

Evaluation and conclusion

Session Objectives: At the end of the session the participants -

- Participants will recall a summary of the training.
- Participants will evaluate and feedback about the quality of training contents and facilitation methodologies.

- **Facilitator:** Dhaka WASA facilitator
Dr. Kallol Chowdhury, Training Expert, DSK
- **Method:** Speech, Interactive plenary, VIPP method
- **Time:** 4:30- 5:00 PM
- **Steps:**
 - Participants will be facilitated to recall a summary of the training.
 - VIPP card distribution (1 card/participant) to collect participants' feedback on Good practices and the scope of improvements.
 - Session summarization & conclusion with closing speech.

Relevant information

Dhaka WASA phone number website-related information

- Bills can be viewed and complaints can be filed on the Dhaka WASA website
- Can also call 16162 for any complaints and issues.
- Dhaka WASA website address is: <http://www.dwasa.org.bd/>

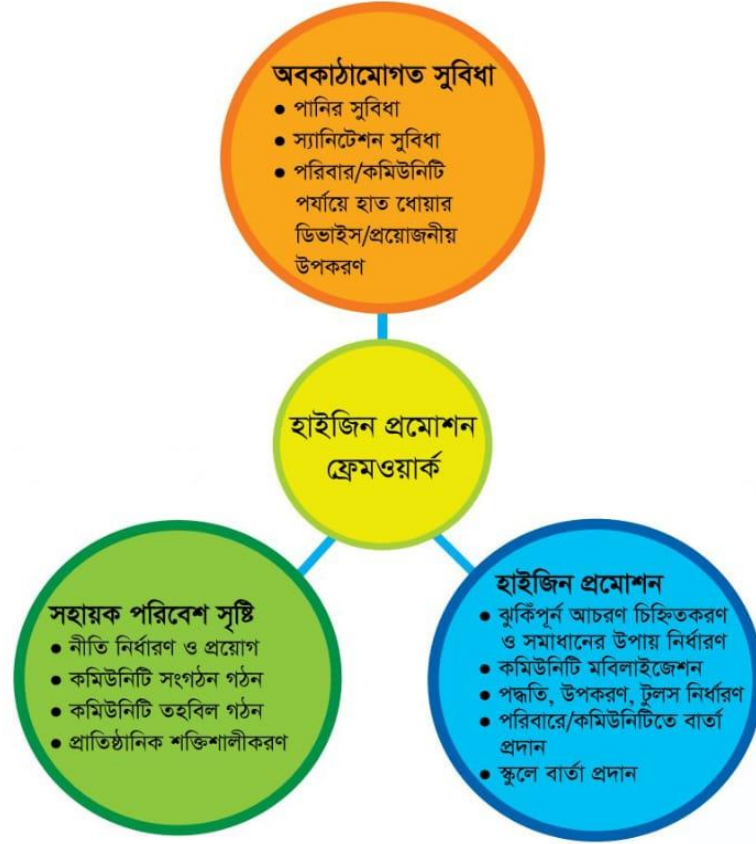
Conclusion

The training on 'CBO Leadership' will be quite comprehensive and beneficial for the participants. The training will cover various aspects and insights of team and team building, leadership and conflict-resolution techniques, the relationship between emotion, intelligence, and leadership, gender-based analysis of leadership, problem-solving, and participatory decision-making processes, formulating effective plans, and coordination with various service providers etc.

The practical interactive methods like games, role-plays, poster presentations, and plenary discussions will ensure participant engagement & facilitate participatory learning. The practical sessions likely provided participants with hands-on experience and skills necessary for addressing issues in practical life.

Recommendations are included herewith to continue learning through further reading and practical exercises, towards ongoing improvement and application of the knowledge gained from the training. Overall, the training will be dedicated to providing valuable insights, skills, and knowledge to the participants, which they can apply in their leadership roles to contribute effectively to WASH initiatives and practices.

Display Materials



কমিউনিটির নেতৃত্বে সমন্বিত পন্থা (Community Led Integrated Approach)

হাইজিন প্রমোশনের পাঁচটি ক্ষেত্র

পারিবারিক পর্যায়ে ও কমিউনিটি পর্যায়ে পানি ও মলবাহিত রোগ সংক্রমিত হওয়ার ক্ষেত্রগুলো চিহ্নিত করে সেখানে প্রতিরোধ করতে হবে। সাধারণত পানি ও মলবাহিত রোগ নিম্নলিখিত ক্ষেত্রসমূহ থেকে সংক্রমিত হয়ে থাকে।

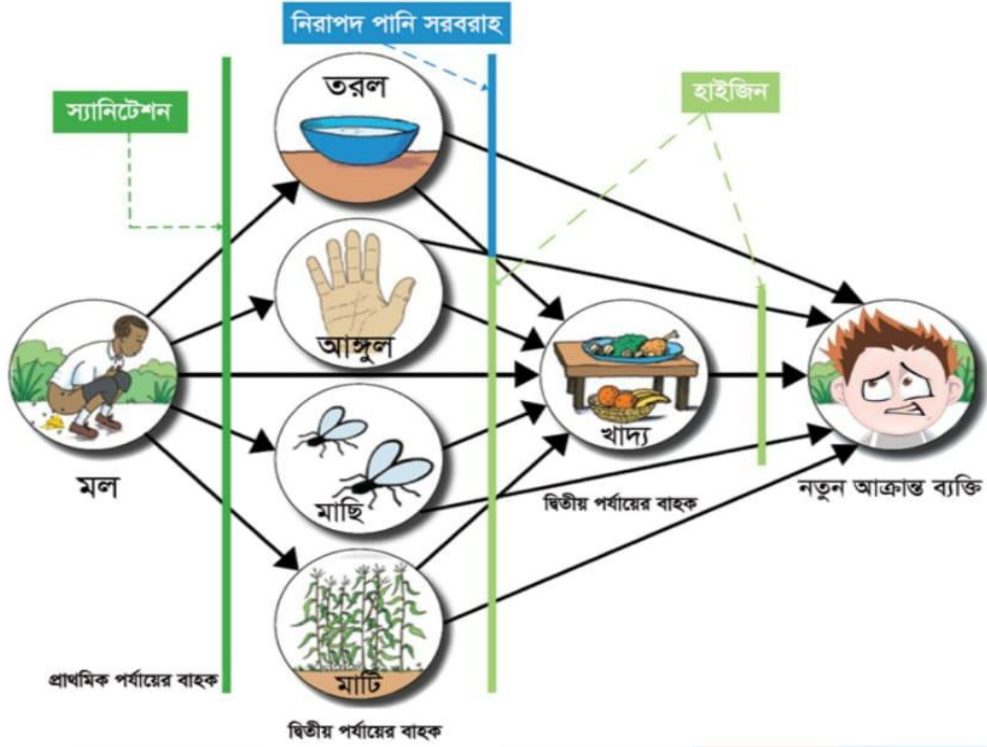


হাইজিন প্রমোশন বিষয়ক কার্যক্রম নির্দেশিকা

খাবারের মাধ্যমে

- যদি মাছি মল বা পায়খানায় বসার পর খাদ্যে বসে তাহলে মল খাদ্যে মেশার মাধ্যমে শরীরে জীবাণু প্রবেশ করবে;
- খাদ্য রান্নার আগে ভালোভাবে পরিষ্কার না করলে অথবা ভালোভাবে রান্না না করা হলে।

মল কিভাবে মুখে যায় ছবির মাধ্যমে তা দেখানো হলো:



পানির মাধ্যমে

- মল দ্বারা দূষিত পানির মাধ্যমে জীবাণু মানবদেহে প্রবেশ করতে পারে।

মাটির মাধ্যমে

- মাটিতে মল থাকলে জীবাণু মাটির মাধ্যমে মানবদেহে ছড়াতে পারে।