

DAY 1

ACTIVITY 1 Toolkit for Crisis Response

All groups

PLANNING FOR THE FINALIZATION, USE AND UPDATING OF THE TOOLKIT

Results



Objectives:

- Define the progress status of the Toolkit
- Plan for its finalization and maintenance



Tasks

Within your group, everybody:

- reads the **Table of content** of the Toolkit;
- reads the **Table of content** of each Guide;
- briefly examine **one of the Guide**;
- have a look at the list of the **Tools**.



25 minutes

Within your group, discuss if you would use the Toolkit and benefit from it. If not, explain what you believe it is missing there or should be modified to make it more user-friendly.

Synthesize your proposals in 3 major actions and write them on coloured cards that you stick on a Flip chart.

State in correspondence to each action (card) you have identified, **who**, **how** and **before when** this should be done.

Reflect on what will have to be done to ensure that Toolkit will continue to improve and be updated. Indicate the **mechanism** that should be put in place, specifying, **who** should be responsible for it and **what the others** should do to collaborate. Write your proposal on a Flip chart.



50 minutes

Total time available: 75 minutes

Please present the results of your work to the plenary (20 minutes)



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RESULTS' SYNTHESIS

1. MACRO CONCERN (DESIGN LEVEL):

The development and the delivery strategy (use of the toolkit) and the methodology and IT behind it:

- Which different target groups can be identified as final users? (different profiles, positions and needs) use?
- What resources (human and financial) are available?
- On the basis of the different TARGET GROUPS identified and the resources available, what kind of METHODOLOGY AND media will be used to develop the Toolkit and have it ready to ensuring effective use, updating and interaction?
- Which kind of ownership needs to be ensured?



2. MICRO CONCERNS (DEVELOPMENT LEVEL):

All the concerns related to the development of the Toolkit will be addressed on the basis of the decision taken regarding the DEVELOPMENT AND delivery strategy (and its METHODOLOGY/media).

- **The contents need to be reviewed (concepts and references).**
- **An introduction, a glossary and a list of acronyms need to be added**
- **The structure needs to be re-organized:**
 - i. **Tools should be there, if mentioned (either the whole tool, either a summary of tool)**
 - ii. **Phasing (or timeline) should be added (according to target or in some specific guide/s)**
- **A definition of 'tool' must be provided and tools can be reduced and reorganized also according to that.**
- **'Examples' and cases from the field and technical departments are most needed. 2 proposals on that are:**
 - i. **Future focal points (key users) who will be trained on how to use the Toolkit are involved from the very beginning and they agree with sending the examples and cases.**
 - ii. **Focal points are identified in the field (with help of colleagues which are there, if possible). Alexia will contact them on the phone to get the information from them.**



AGENDA:

1. The development and delivery strategy and its media should be defined by the **END OF OCTOBER**.
2. The development work on the contents, structure, tools and the IT support, will start as soon as the decisions on the strategy are taken. The development work should be completed by **early 2008**
3. A validation workshop is undertaken in **2008**
4. Possibly, a training of focal points is undertaken (**2008**), and future trainees are involved all along the process.
5. The main people responsible for the Toolkit are **Claudia and Alexia**. For the development process the **GROUPS** will send them the modifications they have identified as necessary for the contents, the structure and tools by the **end of October**.

Please find below the results as they came out from the groups



GROUP 1: ANTONIO, MITO, NORA AND ANGEL

ACTIONS	WHO	How	BEFORE WHEN?
1. Restructure and improve the toolkit in a way that it can facilitate the use : a. Develop the introduction /streamline for track/ differentiate the target b. Provide cases and examples c. Add a section on administrative and financial procedures for Crisis situations	Crisis experts/technical offices/field offices	Instructional letter coming from cabinet and validation by DIR	
2. Identify and involve methodologists, IT experts and a good editor: different entry points for the different targets. A decision can be taken to organize a team who will be working on it and the technology behind it (the IT needs to enable for updating)	Geneva/Turin		
3. Define how to use it. For example: do we need to train people?	Crisis experts/technical offices/field offices		

GROUP 2: ALEXIA, DONATO, FRANCESCA F., MARIA JOSE YOSHI

ACTIONS	WHO	How	BEFORE WHEN?
1. Define concepts and review contents (complement the information and references); Define which tools should be added and include them (e.g. in Guide 2)	Crisis and technical department, by establishing focal points		
2. Identify networks: which partners are the more strategic for ILO/Crisis?			
3. Define the best way to access the tools and have virtual spaces for questions and comments			



GROUP 3: LUCA, CLAUDIA, MUKUL, KATRIEN

ACTIONS	WHO	HOW	BEFORE WHEN?
1. Restructuring the document: a. remove whatever is not crisis specific (and indicate to which unit/programme users should refer to) b. not be too directive and specific	Claudia, Alexia		
2. Rephrase the definition of 'tools' and reduce the number of tools	ALEXIA AND CLAUDIA	END 2007	
3. Undertake a validation workshop	ILO/CRISIS	MIDDLE OF 2008	
4. Contribute financially and by sending people to the training on 'project design'	ALFREDO	NOVEMBER 2007	

COMMENTS ON THE CONTENTS

Guide 2:

- Point 2.4 should go to Guide 3 or 4
- Section 1 should present:
 - the UN context locally (briefly) (UNDP, UNCT/RC, etc.)
 - UNCT in crisis response mode; the key elements of HR process (PCNA/PDNA; ISDDR) and the language related to issues that non-Crisis people may not know
- Point 2.2: Should explain why should ILO be involved (positive aspect: multiply the impact; negative aspect: additional burden)
- Point 2.3: FAO, UNHCR, UNDP, WB



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Guide 3:

- **There are too many questions (they need to be brought together)**
- **Present the assessment within its continuum**
- **Presents the ILO NA methodologies and tools**
- **Explains the PDNA (3° section): e.g. the difference between conflict and disaster**

Guide 5:

- **It should also present what to do for preparedness (and not response only): rephrase the title**
- **It should include the information on the MDTF (UNDP, WB) (and examples)**

Guide 4:

- **It needs to be restructured**
- **It should introduce the subject of 'employment' (refer to UN policy)**
- **It should explain 'what to consider' (quick results, comparative advantages)**
- **It should specify what you can do in the short term, medium and long term**



GROUP 4: JULIEN, FRANCESCA B., ABDEL, SHUKUKO, MATT.

ACTIONS	WHO	HOW	BEFORE WHEN?
1. (a) Prepare brief descriptions of the tools (content, purpose, use) and insert those summaries in the Guides. (b) Some of the tools should be included within the guide itself	(a) Alexia (b) Alexia and the blue group (1 Guide each)	(a) define set of basic contents of such description; draft the description (b) define criteria for tools to be inserted in the guides; define which tools can be inserted in the toolkit (blue group; 1 guide each person)	(a) and (b) Before the end of October
2. Phasing : develop a timeline of the crisis response (or a set of possible scenarios) and define 'what' each activity implies and which guide(s) can be of help	Alexia and Claudia		Immediately
3. Trouble shooting: make it more practical. Compile cases of <i>troubles</i> that crisis response might involve and generate and tell about successful or unsuccessful solutions adopted. Provide examples, case studies, impressions (on the basis of problems coming from the field and the technical sector)	Crisis team + field offices; EMP can help documenting the examples	Interviewing , phone calls, using documents which are already available and ask for reviewing the examples in those documents. In general requests for written inputs should be minimized to the essential	Start immediately and ongoing
4. Add a glossary and list of acronyms (in introductory section and indication across the guides)	Alexia		

COMMENTS ON THE CONTENTS:

GENERAL:

- Add a Glossary
- Add boxes with explanations of Acronyms
- Explain where to find more information. Indications like: "If you need to learn more about this, look..."
- Need for Web links with description (3 lines) of interesting content
- Add a Chapter on ER Cluster



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- **Specify what happens when there is not ILO in the field at the country level: how can ILO representatives participate to UNCTs if they are not there?**
- **Define how to deal with the concept of 'Decent Work' with other Agencies in UNCT after Crisis (which are mainly humanitarian).**
- **How do we mainstream development concerns within a humanitarian setting**
- **Add guide on preparedness, describing what information, standards and capacities are to be set in place before a crisis**
- **Predispose a list of tools that are likely to undergo changes and define procedure for update (who, when, how)**

Guide 2:

- **This needs to be completely restructured: ER cluster is the platform for several partnerships (FAO, UNHCR, UNHABITAT, etc.) and IRP is sort of part of the ER Cluster**
- **Keep 'how does the HRP affect ILO' as a separate chapter**