

SOCIAL ACCOUNTABILITY

Engage Citizens for
Good Governance

LIVE-ONLINE
IMPACT TRAINING

OVERVIEW

Citizens must have a say in the state services and entitlements that matter most to them. In social accountability initiatives ordinary citizens and citizen groups participate, give feedback, and demand better services and policies from the government: Better frontline health services, more reliable water supply, fair dispute resolution on land issues, or any other state action that affects the lives of people.

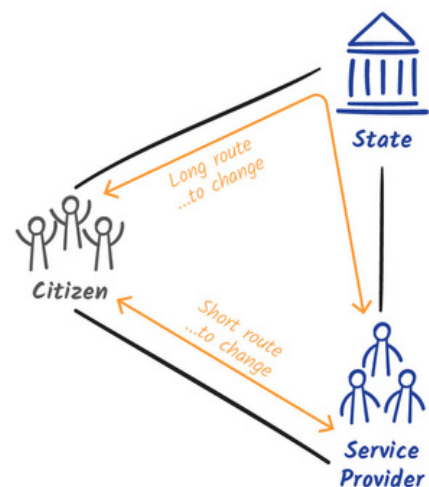
While citizen engagement is common in more developed democracies, feedback loops are not well-developed in many countries. And sometimes feedback is purposely blocked to hide inefficiencies or corruption. I am sure you have experienced it yourself!

Our Online Impact Training on "**Social Accountability**" will equip you with crucial knowledge and skills to strengthen citizen involvement to hold their government accountable through participatory monitoring. It is based on the Advocacy and Social Accountability Toolbox of the Civil Society Academy, and the invaluable experiences we have collected while supporting a diversity of social accountability initiatives in Africa and Asia.

If you are working in Good Governance and want to learn the foundations of social accountability, this course is perfect for you.

KEY TOPICS

- 01 SOCIAL ACCOUNTABILITY TOOLS AND CONCEPTS**
- 02 HOW TO USE SOCIAL ACCOUNTABILITY TOOLS FOR ADVOCACY**
- 03 CONCEPT OF GOOD GOVERNANCE AND ITS RELEVANCE IN SOCIAL ACCOUNTABILITY**



MEET YOUR FACILITATOR



SOHINI PAUL

Sohini has a Social Science background with master degrees in Geography and Regional Planning. She is a certified Life and Leadership Coach. She has more than two decades of experience in the development sector supporting the work of many social change organizations on issues of local self-governance, right to information, and land rights. She has worked on capacity building of civil society organizations, from grassroots community groups to large networks. Sohini is passionate about civil society strengthening and holds space for those who are enthusiastic and ready to learn - this is reflected in her facilitation style.

TRAINING PLAN

DAY ONE

01 WELCOME & INTRODUCTION

Getting to know each other | Expectations | Program and ground Rules | Learning zones | Magic triangle: Navigation tool for the workshop | Introduction

02 GOOD GOVERNANCE AND INTRODUCTION TO SOCIAL ACCOUNTABILITY

Good Governance (cont.) | Assess enabling environment for civil engagement | Social Accountability and Human Rights Based Approach (HRBA) to programming

DAY TWO

03 SOCIAL ACCOUNTABILITY

Concept of Social Accountability | Its purpose and contributions | 8 Pillars of Social Accountability | Social Accountability and HRBA to programming

04 SOCIAL ACCOUNTABILITY TOOL I: COMMUNITY SCORE CARD

Summary of Social Accountability tools | Community Score Card - purpose, process, advantages and challenges

DAY THREE

05 SOCIAL ACCOUNTABILITY TOOL II: SOCIAL AUDIT AND PUBLIC HEARING

Social Audit and Public Hearing - purpose, process, advantages and challenges

06 SOCIAL ACCOUNTABILITY TOOL 02 III: PUBLIC EXPENDITURE AND TRACKING SURVEY (PETS)

PETS - purpose, process, advantages and challenges

DAY FOUR

07 SOCIAL ACCOUNTABILITY TOOL VI: CITIZEN REPORT CARD

Citizen Report Card - purpose, process, advantages and challenges

08 CONCLUSION AND THE WAY FORWARD

Way forward - What's next? | Self-assessment: Am I ready for Social Accountability | Evaluation and closing

OUR METHODOLOGY



Games and Exercises



Self and Group Reflections



Online Tools



Role Plays



Quality Contents

DAILY CHECK-IN AND CHECK-OUT RITUAL

TRAINING FEE

LIVE-ONLINE IMPACT TRAINING SOCIAL ACCOUNTABILITY

EUR 280 P.P*

EUR 252 P.P*. for groups of four or more people

* TRAINING INCLUDES

- ✓ 12 hours of training over 4 days
- ✓ All training material and reader
- ✓ Impact Training Certificate

DATES

14 - 17 MAY, 2024

Daily 2 PM - 5:30 PM IST

[REGISTER NOW](#)

12 - 15 NOVEMBER, 2024

Daily 2 PM - 5:30 PM IST

[REGISTER NOW](#)

**EXPLORE MORE IMPACT TRAINING OFFERS
- ONLINE & FACE-TO-FACE -
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**IF YOU HAVE ANY QUESTIONS REGARDING THE TRAINING, PLEASE CONTACT
SOHINI PAUL | sohini@civilsocietyacademy.de**



FOR A STRONG SOCIAL FABRIC

Website
www.civilsocietyacademy.org

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