Organizing a lessons-learned workshop

A one or two-day lessons-learned workshop should be included in the CTP preparedness Plan of Action (PoA). The aim of such a workshop is to capture the lessons learned during CTP simulations, pilots and/or operational responses, and bring together recommendations to improve current and future practices. The lessons-learned workshop should focus on the whole CTP preparedness process.

### Approach

The approach will be similar to the one suggested for the ‘engaging stakeholders workshop’, conducted at the beginning of the CTP preparedness process. It should be consultative and participatory. Whenever possible, it should be linked to other similar workshops planned in relation to wider preparedness, contingency planning or response activities.

### Participants

Staff and departments involved in the preparedness process should be invited. Participants should include:

* CTP focal point and technical working group (TWG) members
* National Society senior governance and leadership (at least for the sessions on results and on recommendations/next steps)
* management (heads of department)
* key programme and support services staff from the headquarters and branches
* key volunteers from the headquarters and branches involved in the CTP programme
* Movement partners in country/region
* external participants (partners, donors, etc.) involved in CTP (for some of the sessions).

### Key sessions

* **Refresher on the CTP preparedness process.** This session should provide participants with a brief presentation of the main preparedness activities and outputs, including enabling systems, programme tools, training, resources and capacity, coordination and communication.
* **Identification of learned opportunities.** This session should help participants identify the necessary adjustments to systems, procedures and tools tested during the preparedness implementation. The session will require the active participation of and inputs from those involved at the headquarters, branches and other organizations. It should help participants think through: how to ensure the sustainability of the CTP preparedness process; how realistic or ambitious the expected outcomes were; how adequate resource allocation was (based on an analysis of expenditure against budget); why certain things worked out well or not; and what needs to change next time.
* **SWOT analysis update.** This session consists of updating the National Society CTP capacity SWOT analysis to see what progress and changes have occurred, which bottlenecks still need to be worked on and which new challenges need to be tackled. It should stimulate discussion and inform the next steps and recommendations for the future. Also, it can reinforce the National Society’s commitment to continue developing its CTP capacity.
* **Discussion on recommendations.** This session should inform participants on the National Society’s current CTP response capacity and recommended action points. It should include discussions on: potential resource mobilization options if the National Society is to continue with CTP; the possibility of replicating the experience in new areas/branches; and the ongoing roles of the CTP focal point and TWG.
* **Learned and action points.** This final session should allow for a wrap-up of the lessons learned during the CTP preparedness process and the action points decided upon in the workshop. These outputs should be captured in writing and shared with key stakeholders. The CTP lessons-learned workshop report should:
  + start with a summary of key achievements and good practices
  + include a summary explanation and the CTP capacity SWOT
  + include recommendations for improving specific outputs (systems, tools, training materials, etc.)
  + include recommendations for improving/adapting the CTP preparedness process
  + conclude with next steps and recommendations for the future
  + provide links to the CTP Toolkit by identifying the list of tools/processes that contributed to strengthening the capacity to deliver CTP at scale.

Consider organizing a CTPlessons-learned workshop press release or online newsfeed from the Communications department, which could be shared with partners and the media. Also, the Communication department could consider drawing up a document of the workshop (written or audiovisual) to share with other National Society headquarters and branch staff and volunteers, as well as with partners who were unable to attend.