2022 IRM Capacity Building Workshop

30 May – 24 June 2022

Independent Redress Mechanism (IRM)/

Green Climate Fund (GCF)

The Independent Redress Mechanism (IRM) is mandated by the GCF Board to build the capacity of grievance redress mechanisms (GRMs) of the GCF's Direct Access Entities (DAEs). Through specifically developed online modules and guided online live sessions, the IRM offers a <u>free</u> hands-on training for GRM representatives of DAEs. Through these efforts, the IRM aims to also build a community of practice by fostering exchange and sharing knowledge among accountability practitioners. The capacity building virtual program will be supported by the Consensus Building Institute (CBI) and will consist of the following elements:

Online Learning Modules:

The IRM has, in collaboration with CBI, created online training modules to support the establishment and operation of a successful grievance redress mechanism. The online training includes useful background knowledge about the history of GRMs, requirements and principles of an effective mechanism, the basics of problem solving processes and compliance review, as well as practical information about handling cases and learning lessons from other GRMs. Furthermore, interactive elements such as case studies, practical examples, quizzes and videos are also included to provide participants with a comprehensive and varied learning experience. There are ten online modules in English while the Spanish and French versions have nine modules.

Participants who are part of this capacity building workshop are expected to complete two to four modules per week (around 1-2 hours per module) through self-guided learning. Every module consists of a comprehension check which needs to be successfully concluded to be able to continue with the subsequent module. After completing the entire training, each participant receives a course certificate issued by the IRM. In addition to the weekly self-guided online work, the IRM will conduct one or two online live sessions per week (around 1.5 hours each) where recognized experts in the field will provide further input. Participants will also have the opportunity to ask questions in relation to the weekly content of the online learning material. Breakout sessions will further enhance the exchange between the participants and will support the creation of a community of accountability practitioners. <u>The live sessions and the online modules are part of the full workshop and are mandatory for successfully completing this training course.</u> Personnel from the facilitating organizations, the IRM and CBI, will also be available for support before, during and after the workshop period. Successful participants will receive a certificate from the IRM, CBI and the MIT-Harvard Public Disputes Program.

Agenda:

Intro Week	Mon 30 May	Tues 31 May	Wed 1 June	Thurs 2 June	Fri 3 June

	<td colspan="4">• Personal Introduction
	• Online Learning Self-study
	  - Module 1: Why DAEs need effective GRMs
	  - Module 2: Principles for an Effective GRM</td>
		*LIVE SESSION (8:00 – 9:30 am EDT): Course Welcome, Introduction and expert exchange on GRM Principles

Week 1	Mon 6 June	Tues 7 June	Wed 8 June	Thurs 9 June	Fri 10 June

	<td colspan="4">• Online Learning Self-study
	  - Module 3: Establishing a GRM
	  - Module 4: Operating a GRM</td>
		* LIVE SESSION (8:00 – 9:30 am EDT): Review & Discussion / expert exchange on Key Process Steps

Week 2	Mon 13 June	Tues 14 June	Wed 15 June	Thurs 16 June	Fri 17 June

	<td colspan="2">• Online Learning Self-study
	  - Module 5: complex grievances
	  - Module 6: closing a case</td>
		* LIVE SESSION (8:00 – 9:00 am EDT): Spotlight Session on case management tools & Discussion	• Online Learning Self-study
			  - Module 5 & 6
				* LIVE SESSION (8:00 – 9:30 am EDT): Review & Discussion / expert exchange on Resolving Complex Grievances

Week 3	Mon 20 June	Tues 21 June	Wed 22 June	Thurs 23 June	Fri 24 June

	<td colspan="2">• Online Learning Self-study
	  - Module 7: Learning from GRMs
	  - Module 8: Project-level GRMs
	  - Module 9: Accountability and Compliance
	  - Module 10: Outreach and Communications</td>
		* LIVE SESSION (8:00 – 9:00 am EDT): Spotlight Session on Learning from GRMs & Discussion	• Online Learning Self-study
			  - Module 7, 8, 9 &10
				* LIVE SESSION (8:00 – 11:30 am EDT): Review & Closing Session with expert exchange on Compliance Review