



Terms of Reference

Effective Communications Skills Training

Location: Ajoung Thok, Ruweng State, South Sudan

Timeline: 20 – 25 May 2019

Number of Participants: 15 - 20

Brief description of program and timeline:

The IRC responds to the world's worst humanitarian crises and helps people whose lives and livelihoods are shattered by conflict and disaster to survive, recover, and gain control of their future. IRC was founded in 1933 to respond to the needs of people vulnerable to conflict around the world. Since then, it has expanded and evolved to become one of the world's leading humanitarian organisations. In 2016, more than 26 million people benefited from IRC programs and those of its partner organizations.

South Sudan Country Program intends to provide effective communication training to all its managers. The effective communication skills training is expected to counter the negative communication that seem to be affecting staff in delivering messages across the different levels in the organization and externally. Staff messages at times do not portray the intended messages hence are usually misinterpreted or misunderstood. This leads to delays in achieving program goals and submission of program reports. In some instances, poor or negative communication causes conflict between managers and their supervisors and/or supervisees and leads to employee relations issues requiring intervention by other parties. It is hoped that if managers are trained on the effective communication skills and packaging of their communication, it would help the country program a great deal in resolving these communication problems.

Scope of Assignment:

The training will be held in Ajoung Thok in Ruweng State. The main outcomes of the training include:-

- At the end of the training, participants will understand the key principles that govern effective communication and how to use them in their daily work.
- Participants are able to deliver a message and are able to choose the best approach to get their message across including providing negative feedback.
- Participants are able to successfully capture the audience's attention and can put message across clearly and effectively.
- Participants are able to adopt the right tone, language and the most efficient way of getting their message across to their audience.

- Participants are able to structure message using business language to ensure that the message is clear and effective.
- Participants are able to demonstrate and cascade downwards communication skills to their team members.
- Improve in reporting skills, providing of updates and dissemination messages received especially on emails and other forms of communication so that the skills improve gradually in the short and long term.
- Participants are able to create compelling internal and external communications.

Training Duration

The effective communication training is expected to take 5 working days including field travel and report compilation period. The training will be covered from 20 – 25 May 2019.

Deliverables

The trainer/consultant will be responsible to deliver the following:

1. Inception report detailing the training design, work plan and instruments to be used.
2. Draft training report
3. Final training report that details recommendations on the way forward.

Payment

Payment will be done upon receipt of invoice and completion of all the deliverables (100%). The consultant is expected to include all the costs of the training including accommodation, transportation and travel from Juba and Ajoung Thok. IRC will support in booking of UNHAS flight to the training venue.

As required by law, the trainer will be required to pay the Consultancy tax to the Government of South Sudan.

Qualifications

- Degree in Education or Communication related training
- Minimum of 3 years of relevant practical experience in training humanitarian workers.
- Prior work experience in South Sudan is a strong asset.
- Familiarity with humanitarian and conflict-affected settings
- Fluency in written and spoken English required.
- Ability and willingness to travel to implementation sites in South Sudan pending approval from IRC and local authorities.

How to apply

Applicants should send:

- CVs of proposed trainer.
- Cover letter outlining relevant experience and skills against qualifications listed.
- Summary budget to complete contract, including: 1) use of the estimated total number of days required; 2) daily rates for trainer(s); 3) travel and accommodation costs.
- Any samples of prior trainings.

All applications to be sent to SS-HR@recue.org with a subject **COMMUNICATIONS TRAINING**

The deadline is 2nd May 2019