



Trainers Guide: Users

Training Agenda

Use the session structure example below to plan effective training sessions for users.

Session goals:

- Deepen participants' understanding of the knowledge area
- Engage participants through practical, real-world applications
- Provide actionable strategies and tools for immediate use
- Provide opportunities for peer learning

Opening

- Introduce yourself and the session objectives.
- Share the agenda and set expectations for engagement (e.g., "We'll be using group discussions and hands-on activities").
- Icebreaker: Ask participants a context-relevant question to get them thinking (e.g., "What's one challenge you face in your role that could be solved through digital solutions?").
- Share a quick summary of responses to identify common themes.

Key Concepts and Examples

- Present the core concepts: Use visuals or slides to share your insights on core skills in the knowledge area (e.g., digital literacy).



- Reference real-world examples, focusing on Kenyan or African government projects.
- Q&A Discussion: Facilitate a questions and answers session, using Part 3 in your trainer's guide to prepare.
- Encourage participants to ask follow-up questions and share their perspectives.

Practical Application: Case Study or Activity

- Introduce a case study or scenario, for example, you might use Huduma Centres or an example from your own experience.
- Divide participants into small groups and ask them to discuss one lesson from the case study and one question they have.
- Debrief and discuss: Have each group present their takeaways and questions.
- Use guiding questions to probe deeper: "Why was that your key lesson?", "How would you adapt this solution to a resource-constrained environment?"

Skill Development: Hands-On Tool/Technique

- Introduce a practical tool or technique: Provide a live demonstration or step-by-step instructions for using a tool.
- Participant practice: Allow participants time to try the tool or technique individually or in pairs.
- Provide opportunities for questions and answers.

Closing

- Recap and key takeaways: Summarise the session's main points and highlight actionable strategies and tools.
- Reflection and next steps: Pose a reflection question: "What's one idea from today you can apply immediately in your role?" Provide links to further resources and invite participants to the next session or follow-up discussion groups.