

DIGITAL TRAININGS

CATALOGUE 2020

CONTACT

OTHER SOLUTIONS

training@othersolutions.net

+44 (0)2038456691

England and Wales registration number 85 48 765

VAT 169 5909 53

<https://www.othersolutions.net>

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1. TRAINING CONTENTS

OVERVIEW

The OTHER SOLUTIONS Team is proud to introduce its Digital Training Catalogue, featuring 22 course offerings. We have adapted some sessions from our existing field trainings to be smoothly delivered over electronic platforms. We have also developed new sessions. Some are specifically tailored to a new environment (including Covid – 19 and increasing reliance on electronic devices) and others are brand new, mostly covering security management aspects.

The aim of this catalogue is to detail the learning objectives of each session and provide additional information on delivery and training design, with an emphasis on the flexibility that the medium provides. We hope that you find it of interest and of course stand at your disposal for any information that you may need.

OUR PRINCIPLES

While designing our sessions, we first acknowledged that digital and in-person trainings are meaningfully different. They differ in terms of interactivity, in terms of energy required by participants and trainers alike and in myriad other details. Although they build sometimes on existing material, our digital trainings offer a different experience, which we wanted to be suited to the medium and your own environment. Accordingly, we observed the following basic principles:

- **Simplicity.** The seemingly limitless possibilities offered by digital media are often an illusion when it comes to trainings. Our trainings are accessible to all regardless of technical considerations and are designed to be as seamless as possible.
- **User-friendliness.** The use of new platforms may prove a challenge to some depending on their digital literacy. We will therefore do our best to use platforms that they are already familiar with or suggest the most accessible ones, with tutorials circulated ahead of time.
- **The role of trainers.** They are the backbone of any training. We have designed our trainings to allow for as much interaction as possible and highlight their contribution.
- **Limited asynchronous work.** Your staff is busy. They work in often particularly challenging environments and our trainings are designed to support them, not burden them. We have opted out of blended learning for that reason, striving to pare down the necessary preparation to the minimum.

DESIGNING YOUR TRAINING

You may select one or any number of sessions from the catalog and design your own combo, best suited to your particular needs. Alternatively, you may ask us about our pre-designed combos, discussed below.

When designing your training, experience that the digital format is more taxing on participants than a regular training. For that reason, we limit the number of hours to be delivered per day to 3 ½. Depending of the number of sessions that you have selected, these may be delivered over the number of half days of your choice either in one week or in two.

ABOUT SOME SESSIONS

The following sessions are meant to be delivered jointly:

- Weapons and Mines and UXOs (sessions 5 and 6, respectively),
- Stress Management and Acute Stress (sessions 12 and 13, respectively),
- Context Analysis, Threats and Vulnerabilities, SOPs and CPs (sessions 18 to 20, respectively)
- Crisis Management General and Business Continuity (sessions 21 and 22, respectively)

They may however be compressed into one session if you so choose.

COMBOS

Sessions 1 to 16 are designed to provide a full Online - Personal Field Security Training (O-PFST●). O-PFSTs systematically include an ½ hour introductory session (ground rules, equipment, expectations) as well as ½ hour concluding session covering key takeaways knowledge acquisition. Some sessions may be compressed, shortened, or fused per request.

Sessions 17 to 22 are designed to provide a full Security Management Online Training (SMOT●) and may also be tailored to specific needs.

You may also design your own combo, with the benefit of increasingly reduced rates when you select three or more sessions.

CERTIFICATION



All our trainings, whether for one session or more, are certified by HPass.

<https://hpass.org/>

TRAINING SESSIONS

● O-PFST = Online Personal Field Security Training

● SMOT = Security Management Online Training

	Session name	Duration	Session Objectives	Topics
1	Principles of personal security ●	1h	By the end of this session, participants will be familiar with key principles of personal security, with an emphasis on individual responsibility.	<ul style="list-style-type: none"> - Different security documents available in the sector relating to personal and collective security - Importance of a good grasp of individual responsibilities and team roles - Crucial importance of behaviour and its impact on their own and others' security. - Security Approach in 3 layers: kits, clothes, and competences
2	Orientation and navigation ●	1h	By the end of this session, participants will know how to navigate autonomously in unknown or unsafe areas.	<ul style="list-style-type: none"> - Basic knowledge: topography, maps, compass, and GPS - Choosing and mapping an itinerary - Notion of emergency procedure (exfiltration) - Orientation and rescue (exercises)
3	Management of aggressive behaviour ●	1h	By the end of this session, participants will be familiar with basic techniques required to defuse tense situations in different settings (aggression, checkpoint).	<ul style="list-style-type: none"> - Responses to aggressive behaviour - Natural reflexes when confronted with aggressive behaviour - Self-control and analysis of the situation - Conflict management
4	Teamwork (national personnel) ●	1h	By the end of this session, participants will be familiar with the major role played by national personnel in the management of personal security, OR Participants will be more familiar with the how intercultural factors play a role in personal security	<ul style="list-style-type: none"> - Importance of understanding the context in which national personnel work - Things to do and avoid with national staff - Central role of national staff in acceptance strategies (positive or negative) - Role of primary information source played by national personnel
5	Weapons in the Field ●	1h	By the end of this session, participants will be familiar with the main categories of weapons to be found in the field (save Mines, IEDs and UXOs) and know what are the most effective ways to mitigate their impact.	<ul style="list-style-type: none"> - Guns (assault rifles, handguns) - Air to Ground and Ground to Ground systems (Missiles, Bombs, Mortar) - Mitigation measures – what to look for (sandbags, bunkers, windows) - Mitigation measures – what to do (during movement or in dynamic circumstances)
6	Mines and UXOs ●	1h	By the end of this session, participants will be familiar with Mines, IEDs and UXOs and know what are the most effective ways to mitigate their impact...	<ul style="list-style-type: none"> - Mines, IEDs and UXOs (including Explosive Remnants of War – ERWs) - Mitigation measures – how to prepare to a movement in an areas where mines or IEDs are present - Mitigation measures – how to react in the presence of mines or explosives

	Session name	Duration	Session Objectives	Topics
7	Communications ●	1h	By the end this session, participants will be familiar with the pros and cons of various means of communication and have gained an appreciation for redundancy.	<ul style="list-style-type: none"> - Telecommunication means in the field (GSM, satellite, radio, GPS, and trace) - Interception and security of telecommunication means
8	Cybersecurity and digital hygiene ●	1h	By the end of this session, participants will be familiar with basic digital threats and mitigation strategies, applying to fixed and mobile devices.	<ul style="list-style-type: none"> - The three major types of cyber attack - VPN and two factors authentication - Managing your personal and professional profiles
9	Safety in the premises ●	1h	By the end of this session, participants will be aware of the specific threats and vulnerabilities they are exposed to in a building in a variety of circumstances.	<ul style="list-style-type: none"> - Identification of buildings prone to risks - Personal security in a building - Fire safety - How to anticipate and react to a natural disaster (Earthquakes, floods, sandstorm)
10	Hibernation, relocation, and evacuation ●	1h	Introduce participants to practical and human aspects of program shutdowns.	<ul style="list-style-type: none"> - Differences between hibernation, relocation, confinement, and evacuation - Right to withdraw, no right to remain - Contents of “grab bag” and contents of emergency aid kits
11	Sexual violence ●	70min	By the end of this session, participants will have a higher awareness of sexual aggression in the humanitarian sector, including mitigating strategies and post-incident behavior.	<ul style="list-style-type: none"> - Unpacking “Sexual Aggression” - Relevance to the humanitarian sector - Risk reduction strategies from a personal security angle - Post-incident support from a personal, organisational, and by-stander angle
12	Personal hygiene and stress management ●	1h	By the end of this session, participants will have a better grasp on basic travel medicine notions, including stress. The session may include a segment on Covid – 19 related stress.	<ul style="list-style-type: none"> - Medical consultation before departure: leaving healthy - Main risks linked to a mission: prevention and protection - Psychological risk: exposure, effects, manifestations, and reactions - Stress and Covid – 19: an overview
13	Acute Stress ●	1h	By the end of this session, participants will be able to identify what constitutes acute stress and adopt appropriate measures to face potentially traumatic situations.	<ul style="list-style-type: none"> - Basic physiology of acute stress - Reactions to acute stress: Flight, Fight and Freeze - Post-Traumatic Stress
14	Kidnapping and hostage taking ●	1h	By the end of this session, participants will have a better understanding of the risk of kidnapping and of mitigating measures.	<ul style="list-style-type: none"> - Differences between detention, kidnapping, capture and hostage-taking, underlying dynamics - Importance of survival - Elementary mitigation measures to avoid being kidnapped - Phases in a kidnapping

	Session name	Duration	Session Objectives	Topics
15	Movement security ●	1h	Understanding the vulnerability and risks associated to walking and travelling by vehicle in degraded environments.	<ul style="list-style-type: none"> - Main threats linked to different means of transport - Challenges to visibility - Risk analysis and mitigation measures
16	Basic Threats and Incident Reporting ●	1h	By the end of this session, participants will be able to address threats associated with petty criminality and armed robbery, as well as prepare and deliver an oral incident report.	<ul style="list-style-type: none"> - How to behave during a personal aggression - How to anticipate and behave during an armed robbery - The 5 Ws + H
17	Negotiations ●	1h	By the end of this session, participants will be familiar with the key objectives of humanitarian negotiations and their key features.	<ul style="list-style-type: none"> - Humanitarian negotiations: definitions and applicability from checkpoint to mission developments - Key features of negotiations - Compromises
18	Context Analysis ●	1h	By the end of this session, participants will know the main steps of context analysis.	<ul style="list-style-type: none"> - Context analysis within the framework of risk assessments - Sources, accuracy, and reliability - Actor mapping - Defining security levels
19	Threats and Vulnerabilities ●	1h	By the end of this session, participants will understand how risk is constructed and used in the risk assessment framework.	<ul style="list-style-type: none"> - Internal and external threats - Programs and vulnerability - The risk matrix - Impact and likelihood of risk
20	Standard Operating Procedures and Contingency Plans ●	1h	By the end of this session, participants will understand the structure and key features of main SOPs and CPs	<ul style="list-style-type: none"> - Mitigating likelihood and main SOPs - Mitigating impact and key CPs - Using SOPs (budget, training, dissemination) - Using CPs (preparedness, budget, training, confidentiality)
21	Crisis Management – General ●	1h	By the end of this session, participants will be familiar with the key features of Crisis Management from preparedness to CMT functioning.	<ul style="list-style-type: none"> - Setting up a CMT - Biases in crisis management - Leadership and crisis management - The paramount importance of preparedness and planning
22	Crisis Management – Business Continuity ●	1h	By the end of this session, participants will be familiar with the key features of continuity management in a field-based operational perspective.	<ul style="list-style-type: none"> - Key features of operations continuity management - Continuity management in relation to incident and crisis management - The paramount importance of preparedness and planning



OUR TRAINING TEAM

DIGITAL TRAININGS

We believe that **trainers are at the core of each training**, be they presential or digital. We have thus invested in our team to make sure they would rise to the challenge of delivering digital trainings that are interactive and geared to provide the best possible support to each participant. Our trainings are also geared to provide participants as many options as can be to ask questions and receive answers.

- ▶ **Our trainers are all digitally proficient.** Each has worked on the development of one or more digital training modules. Further, each has followed substantial training in the design and delivery of digital trainings. They are thus familiar with the advanced features of each software used.
- ▶ Each training session is managed by a **Lead Trainer with the support of an adjunct Trainer**. This allows for smooth transitions between different platforms, leading to enhanced interactivity.
- ▶ For combos, the adjunct trainer also collects questions that arise and may not be answered during the session. Trainers then answer each question personally during the course. In addition, a parking lot session is scheduled at the end of the training to revisit core questions that were asked.

ABOUT OUR TRAINERS

OSC benefits from the contribution of over twenty instructors. You will find below short bios from selected instructors. Common features include:

- ▶ Our trainers are AET (Award in Education and Training) certified.
- ▶ Our teams are systematically multi-disciplinary, including instructors with a security background (Military, Police, etc.) and instructors with very substantive experience in delivering aid in challenging environments.
- ▶ 80% of our teams have an operational background in relief, development, or human rights and all bring a practitioner's perspective to their work. Our trainings are thus more relevant and concrete to participants.
- ▶ All our team members are experienced professionals, proud of their flexibility and integrity. With a diverse roster, OSC is able to field multi-disciplinary teams blending various backgrounds with each over 15 years of experience on average.
- ▶ With a solid knowledge of actual operational issues from a practical and theoretical standpoint, they are also highly attuned to the specificities of adult training and mentoring. They all have demonstrated capacity to work in intercultural settings and are all at least bilingual (French/English).

Our trainers are OSC's core strength. They bring a wealth of experience and humility. They have earned an overall 99% positive review from more than 2,000 participants over two years. We have taken great care to develop digital trainings that maximize interaction with your staff.

SELECTED BIOS

Vincent P.

Vincent has built his security and risk management expertise in a variety of roles and organisations working in both the humanitarian and the private sector. His work in the humanitarian sector saw him established as a field operations and support manager, accountable for safety and security management. As a consultant, he successfully assisted organisations in both the public and private sector in designing and implementing their risk management systems with a strong focus on country risks, security, and natural disasters. Vincent joined OSC in 2016 and has participated in over 40 trainings, either as trainer or Training Manager.

Anne-Lise D.

Anne-Lise Dewulf has 10 years of experience in the humanitarian sector, mostly in the field in support as well as operational functions. Anne-Lise has mainly worked with the French Red Cross, Solidarités International and Save The Children in a dozen different countries, primarily in Africa. She was a member of Save The Children's Humanitarian Surge Team, deployed on humanitarian emergencies. She carried out a substantial amount of operational research field work for the Overseas Development Institute and has a solid experience in security and access management. She joined OSC in 2018 and has participated in over 10 trainings.

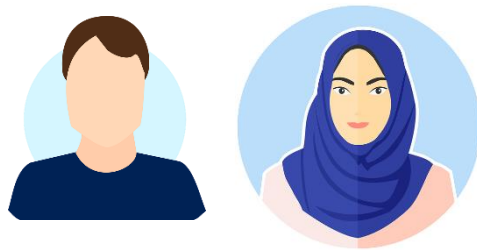
Yohann L.

Yohann has 15 years of experience serving in the French Military (Mountain Infantry), with several overseas deployments. A communications specialist, he also holds great expertise in weapons management and related mitigation techniques. Yohann has advanced mastery of digital technology and provides technical support to the OSC team. A natural trainer, he joined OSC in 2017 and has since participated in over 30 PFST trainings, both in France and overseas.



Roger P.

Roger is an experienced humanitarian manager, with over 25 years of professional experience, both in the field and at HQ level with different responsibilities (from field project manager to HoM, desk and operations director) and substantial training experience. With OSC he has participated in over 30 trainings, including over 20 as Training Manager and he has also taught at graduate and undergraduate level at Sciences Po and Paris XIII, including in digital form. He has been active in the risk management sector for the last four years providing technical support at field and HQ level to Agence Française de Développement (AFD) and several US and European based NGOs.,



Baptiste M.

Baptiste is a peacebuilding and humanitarian expert with 13 years of experience in the management of multilateral and international programmes in Africa, Asia and the Caribbean. He most recently provided support to peace and reconciliation processes in Myanmar and has opened humanitarian missions in Chad, Central African Republic and Western Libya. He is an agile negotiator with traditional and non-traditional conflict stakeholders, including militias and armed groups. A trainer in facilitation, mediation, and negotiation for NGOs, he joined OSC in 2019.

Alexis P.

Alexis has worked for 16 years in the public and private sectors before committing to humanitarian action with various international NGOs since 2007. He has experience in programs' implementation, teams' management, including security responsibilities in complex and challenging environments. He has been in charge of deploying effective strategy approaches regarding security and safety, operational support, crisis management, information, coordination and monitoring, taking into account the local context specific constraints. Alexis joined OSC in 2018 and has participated in over 15 trainings.



Laure F.

Laure is a human rights field officer specializing in protection and conflict resolution. She did several humanitarian missions in Latin America in the area of child protection and peacebuilding activities with NGOs and the UN. Laure is also a certified mediator from the Canadian Institute for Conflict Resolution. She created her own company as a trainer, facilitator and mediator in the area of prevention and conflict resolution, developing specific teaching methods that are very interactive and participative. She joined OSC in 2019 and has delivered over ten trainings.

2. ORGANIZATION

REGISTRATION

To register to one of our online training sessions, send us an email at training@othersolutions.net and we will send you a registration form to fill up via email.

For any additional information and to find out our fee schedule, please contact us directly. A confirmation of reservation will be sent to you asking for the precise invoice address.

Note that one the benefits of digital support is to open trainings to many staff for whom you do not have to worry about visas, transportation, or lodging.

AHEAD OF TRAINING

PRACTICAL ARRANGEMENTS

Your staff is diverse and so are their situations. In addition to various languages and experiences, they may also have different hardware, enjoy varying degrees of bandwidth for their internet access or may be subject to various hazards when working with their computers (backpain, fatigue, susceptibility to adverse neurological reactions). Such information is crucial to a proper calibration of your trainings, and we collect it through a questionnaire sent one week ahead of training. This information is treated confidentially, and all information is processed through GDPR compliant procedures.

Two additional documents are sent to your team. **The first is an overview of the training**, outlining agenda and ground rules, as we have found this greatly enhances the training experience. The second is a **small tutorial designed to make sure all participants are familiar with the basic features of the software that will be used**, so that they can make the most of it.

ASYNCHRONOUS WORK

OSC digital trainings emphasize the added value of its instructors. They rely nonetheless on basic material to be sent to participants ahead of training for what is known as “asynchronous components”. Such components may include reading material, videos, a variety of quizzes. **We have tailored our courses so that asynchronous work does not exceed 10 minutes per session.**

In addition, a small questionnaire is sent to all participants ahead of training in order to assess the technical conditions that will affect the training (available equipment, bandwidth) as well as, in certain cases, assess individual situations that trainers should be aware of ahead of some specific sessions.

DURING THE TRAINING

DELIVERY

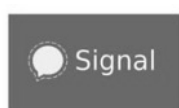
OSC recommends Zoom as its preferred platform. Simple, ready-to-use, experience shows it is very user-friendly and adapted to the needs of audiences with sometimes different familiarity with this type of interface.

However, OSC is familiar with other types of platforms and may deliver on Teams on demand.

All our sessions include an introduction that covers ground rules specific to digital trainings as well as a quick overview of the platform being used so that all participants may have the most fulfilling training experience.



OSC also uses various support platforms designed to facilitate or enhance the training experience. Their use may be tailored to specific conditions such as bandwidth and availability.



OneDrive



Dropbox



Lotus Notes

INTERACTIVITY

Trainings are designed to be as interactive as possible. We want your staff to be able to ask questions, to challenge our trainers, to seek answers that are suited to their specific environment.

Obviously, we consider it our duty to keep your staff engaged through the whole training. Doing so on digital platforms can be a challenge. To meet that challenge, we have designed sessions that mix Trainer-led pedagogy with simple exercises and varying formats, including quizzes, workshop and, when connectivity allows, videos.

wooclap

All Questions Answered

Chat features on all digital platforms provide an alternative to regular oral questions, which can disrupt the flow of a session outside of sequences planned to that effect.

All participants may ask questions or offer remarks at any time through chat, and **all questions will be answered** either during the session or after, whether through personal e-mails or a "parking lot" session for Combos.

And, naturally, **all Combos include breaks** so that participants may relax, rest their eyes and get ready for the next session.

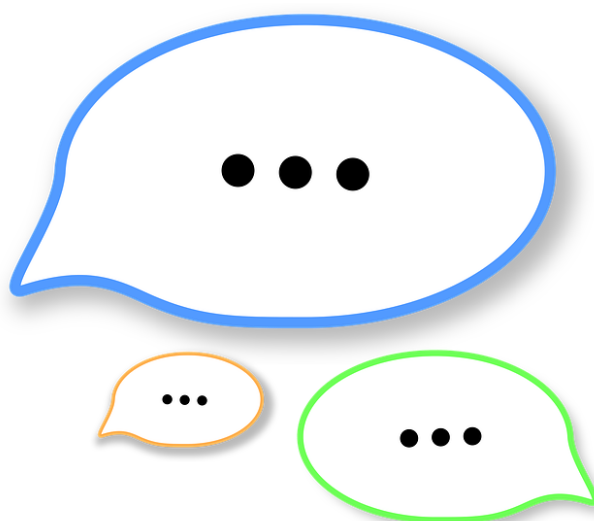
KNOWLEDGE ACQUISITION

All our sessions include the use of quizzes and polls that allow our trainers to gauge acquisition in **real-time**. This allows to identify key points that need to be revisited. Some sessions are less suited than others to this evaluation mode. To account for this, we may allow time to review key takeaways at the end of a session and systematically at the end of a combo.

AFTER THE TRAINING

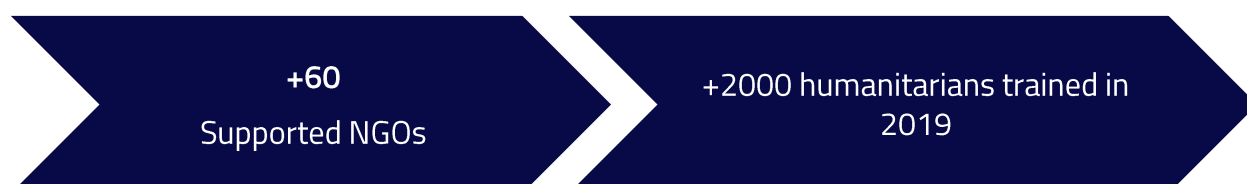
We ask your staff to fill out **satisfaction surveys**. These allow us to learn from them and design better trainings in the future, as well as identifying key points that are relevant to organization, delivery and overall quality of the training. Your staff is busy at any time and we appreciate your support in mobilizing them to answer the surveys as a full part of the training.

These questionnaires are analyzed and processed in an **after-training report** delivered to you in the week following the training.



3. OTHER SOLUTIONS – IN A FEW WORDS

Since 2010, OTHER SOLUTIONS has been dedicated to helping actors in the development sector carry out their programs in a safer way. OSC works with a large group of trainers, of whom the majority come from the development sector and the protection of human rights and the environment sector.



Over the last 4 years, 95% of participants gave rated our trainings satisfactory or very satisfactory.

In 2019, we started expanding our range of support solutions towards operational and management aspects, including an enhanced range of options including coaching. Ask for our catalog of support options.

Following the disruption caused by the Covid-19 pandemic, in addition to expanding our offer, we have produced a number of newsletters to help organizations navigate the uncertainties caused by the outbreak. Recognized for their operational outlook and high-quality sourcing. They are available here: <https://othersolutions.net/about/newsletters-covid-19/>

We are also in the process of obtaining the ISO 9001 certification to respond to our clients' demands and to provide them with constant and appropriate services.

OTHER SOLUTIONS

FEEL FREE TO CONTACT US !

+44(0)2038456691

contact@othersolutions.net

training@othersolutions.net

<https://www.othersolutions.net>

