

Social Promotion Foundation

**REBAHS – Reducing Economic Barriers to Accessing Health Services in
Lebanon, “The MADAD Fund”**

Beirut, Lebanon

Training Report

Emotional Crisis Management – Trainings for Frontliners

Date: February, 2020

Table of Contents

Table of Acronyms	3
1. About Emotional Crisis Management Training	4
1.1. Training Overview	4
1.2. Training Objectives	5
1.3. Training Purpose	5
1.4. Training Methods	6
1.5. Trainers.....	6
1.6. Participants.....	6
2. ECM Training Roll Out Satisfaction	7
2.1. Overall Training Workshop Rating.....	7
2.2. Training Evaluation Outcomes.....	8
2.3. Overall Training Evaluation.....	20
2.4. Trainer Evaluation Outcomes.....	22
3. Improvement of Skills Outcomes	32
4. ECM Training Roll Out Sessions Outcomes	51
4.1. Challenges	51
4.2. Recommendations	51
5. Conclusion	53
6. Annexes	54
Annex 1: Agenda of the Roll out session	54
Annex 2: Attended Participant Details	55

Table of Acronyms

CP: Child Protection

ECM: Emotional Crisis Management

FPS: Fundación Promoción Social (Social Promotion Foundation)

GBV: Gender-Based Violence

MHPSS: Mental Health and Psychosocial Support

MT: Master Trainer

M&E: Monitoring and Evaluation

NGO: Non-Governmental Organization

NMHP: National Mental Health Programme

PHCC: Primary Health Care Center

REBAHS: Reducing Economic Barriers to Accessing Health Services in Lebanon

SGBV: Sexual and Gender-Based Violence

ToT: Training of Trainers

ROS: Roll Out Session

WASH: Water, Sanitation and Hygiene

1. About Emotional Crisis Management Training

1.1. Training Overview

The Emotional Crisis Management (ECM) training roll out sessions are designed to build the capacities of frontliners on how best to aid persons who are in a state of emotional crisis. The training provides an understanding of emotional crisis events, related risk factors, warning signs, early intervention measures, and self-management tips. It also describes the mechanism for engaging persons in crisis in a safe and supportive manner (de-escalation techniques), identifying personal triggers and priority concerns, and activating important workplace policies to prevent future emotional crises. These ECM roll out trainings targeted frontliners from different organizations working in Lebanon. It was planned to deliver eight roll out sessions in total all over Lebanon. However, due to the high number of applicants (around 570), FPS and NMHP agreed to conduct four extra sessions. In total, twelve ECM roll out sessions took place all over Lebanon with a total of 230 participants.

Dates and location:

Overall twelve ECM roll out sessions took place during February 2020 in different regions in Lebanon. In total, six roll out sessions were conducted in Beirut, three roll out sessions were conducted in Bekaa, two roll out sessions took place in Tripoli and one roll out session in Saida.

1. ECM roll out 1 was held on the 6th of February 2020 at Lancaster Tamar hotel Hazmiye, Beirut.
2. ECM roll out 2 was held on the 7th of February 2020 at Lancaster Tamar hotel Hazmiye, Beirut.
3. ECM roll out 3 was held on the 11th of February 2020 at Lancaster Tamar hotel Hazmiye, Beirut.
4. ECM roll out 4 was held on the 12th of February 2020 at Lancaster Tamar hotel Hazmiye, Beirut.
5. ECM roll out 5 was held on the 13th of February 2020 at Lamuniya Hotel, Qalamoun, Tripoli.
6. ECM roll out 6 was held on the 17th of February 2020 at Mouwasat PHCC/premises, Saida.

7. ECM roll out 7 was held on the 18th of February 2020 at Cadmus, Zahle, Bekaa.
8. ECM roll out 8 was held on the 19th of February 2020 at Cadmus, Zahle, Bekaa.
9. ECM roll out 9 was held on the 20th of February 2020 at Radisson Blu Hotel, Beirut.
10. ECM roll out 10 was held on the 21st of February 2020 at Radisson Blu Hotel, Beirut.
11. ECM roll out 11 was held on the 24th of February 2020 at Lamuniya Hotel, Qalamoun, Tripoli.
12. ECM roll out 12 was held on the 25th of February 2020 at Cadmus, Zahle, Bekaa.

The agenda of the ECM roll out sessions is available in Annex 1. The attendance list is available in Annex 2.

1.2. Training Objectives

The aim of the ECM roll out sessions is to provide the knowledge and skills to frontliners to be able to apply the ECM protocol.

1.3. Training Purpose

By completing this training, trainers will be able to:

- Define emotional crisis, workplace violence and de-escalation.
- Identify individual, organizational, environmental, social and economic risk factors for emotional crises.
- Describe different types of emotional crisis and their potential burden.
- Recognize warning signs to be able to intervene early.
- Identify organizational and personal actions to prevent emotional crises.
- Use effective verbal and non-verbal communication skills to prevent or manage emotional crisis.
- Demonstrate effective crisis management and de-escalation techniques.
- Apply specific guidelines when dealing with adults or minors survivors of sexual and gender based violence or persons in crisis at risk of suicide.

- Identify effective response and crisis closure actions to be taken by frontliners including effective referral and follow up when needed.
- Identify organizational and personal actions to be taken following a crisis event

1.4. Training Methods

A trainer's guide and Microsoft PowerPoint presentation were prepared and used during the roll out sessions by each trainer. The guide included a lesson plan for each section. The lesson plan highlighted the specific objectives of each session, the material needed, the activities and the Microsoft PowerPoint slides to be used (if needed). Multiple interactive activities were used such as role plays, brainstorming, and small and large group activities. The trainer's guide is available in Annex 3. The ECM protocol was used by the participants during the training and the updated version will be sent by email once ready.

1.5. Trainers

As part of the criteria for acceptance into the ECM ToT, trainees who completed the program were required to take part in the delivery of the roll out sessions. Two to three trainers per day facilitated the sessions depending on their availability. The Master Trainer, Sandra Hajal, was also present during all the roll out sessions to provide support and guidance as needed. The trainers for each day were selected according to their availability and the master trainer's evaluation, and were provided with the necessary material for the implementation of the training.

Other team members were present during the roll out sessions: Ana Guimarães (FPS MHPSS Project Coordinator) during most of the trainings, and occasionally George Frangi (FPS Logistics, Security and Fleet Officer) and Shaymaa Al Khatib (FPS Monitoring and Evaluation Manager).

1.6. Participants

The selection criteria of participants selected for the ECM roll out sessions included experienced frontliners from different organizations who are in direct contact with service users. Frontliners were from different professional backgrounds, including social work, nursing, NGO management,

and psychology. The total number of participants amounted to 230, varying from 17 to 24 participants per training.

Table 1 shows the distribution of technical participants' numbers by gender across the trainings provided.

Table 1. Number of participants

Date	# Participants		
	Males	Females	Total
6 February 2020	2	22	24
7 February 2020	2	20	22
11 February 2020	3	16	19
12 February 2020	4	14	18
13 February 2020	3	16	19
17 February 2020	3	14	17
18 February 2020	2	18	20
19 February 2020	2	17	19
20 February 2020	3	13	16
21 February 2020	3	16	19
24 February 2020	2	16	18
25 February 2020	1	18	19

2. ECM Training Roll Out Satisfaction

2.1. Overall Training Workshop Rating

The assessment of the roll out sessions by each participant was overwhelmingly positive, with the majority of respondents reporting that the training was either very good or excellent, as seen in Figure 1, representing the overall assessment of each one of the twelve roll out sessions. The

differences amongst the roll out sessions can be better understood in light of the training evaluation outcomes, satisfaction with trainers, and the increase of knowledge (through analysis of the pre-post tests) that are detailed in subsequent sections.

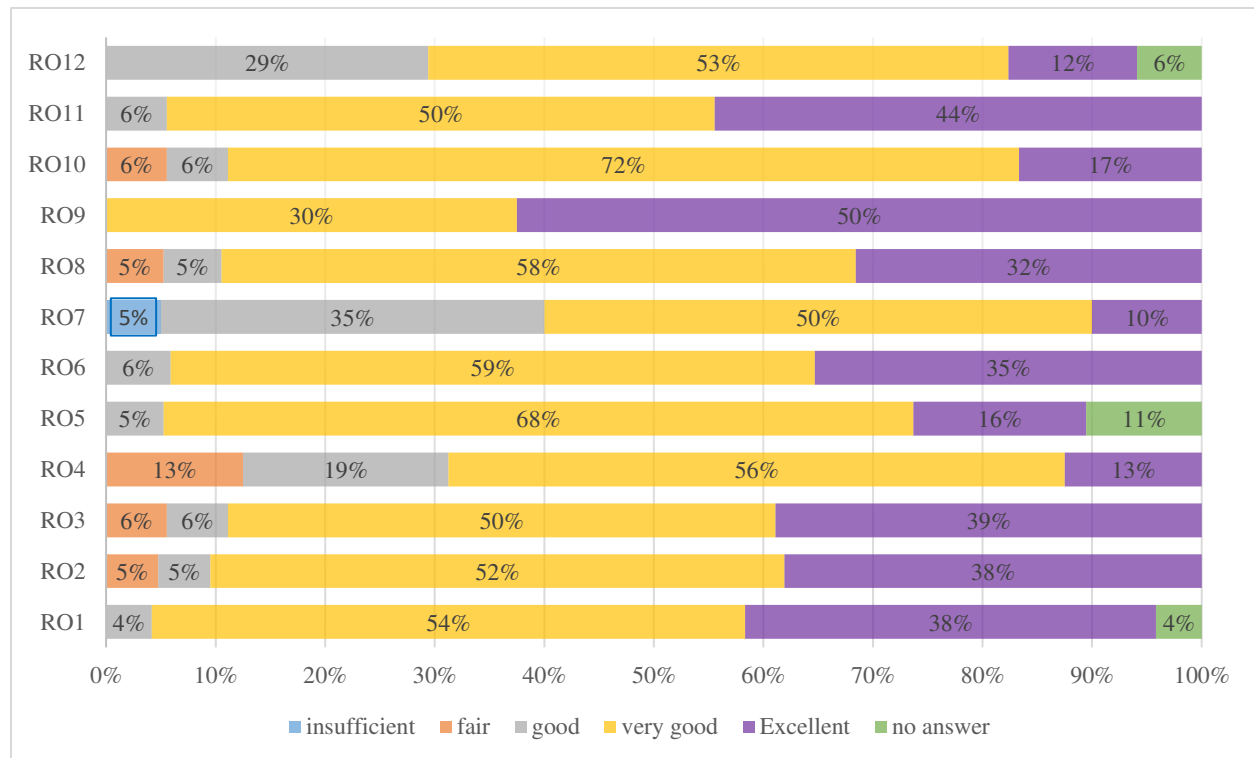


Figure 1. Overall assessment of the 12 ROS

2.2. Training Evaluation Outcomes

ECM Training roll out 1:

To summarize the training evaluation outcomes, as shown in Figure 2.1, 92% of participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject and 96% stated that training experience will be useful in their work. Around 67% of participants found that the number of participants was adequate, while 21% were neutral and 8% disagreed. Almost two-thirds of participants (63%) agreed that the meeting room and facilities were adequate and comfortable, while 12% disagreed and 21% were neutral. All participants agreed that training materials distributed were helpful. Half of participants (50%) felt the allotted

time for the training was insufficient, 13% were neutral, and 33% were satisfied with the overall length. More than 90% of participants agreed that the training objectives were met, that the training topics covered were relevant, and that the content was organized and easy to follow. All participants reported that participation and interaction were encouraged and the training methods used were helpful in conveying the content. All participants mentioned that they would recommend this training to others.

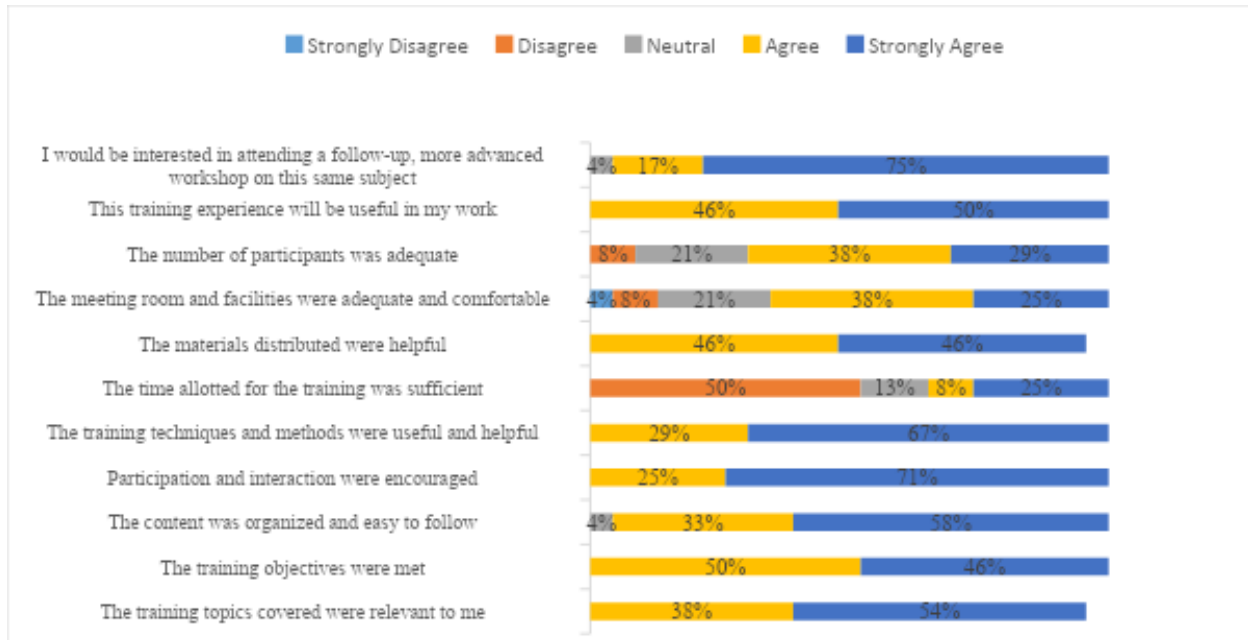


Figure 2.1. Training Evaluation Questions – ECM Roll Out 1

ECM Training roll out 2:

To summarize the training evaluation outcomes, as shown in Figure 2.2, 95% of the participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject and 85% stated that training experience will be useful in their work. All participants found that the number of participants was adequate. The majority of participants (92%) agreed that the meeting room and facilities were adequate and comfortable. Most (86%) agreed that training materials distributed were helpful. The majority of participants (95%) agreed that the allotted time for the training was sufficient and the training objectives were met. All participants agreed and that the training topics covered were relevant and that content was organized and easy to follow. 95% of the participants reported that participation and interaction was encouraged. 81% of the participants agreed that the training methods used were useful and helpful, while 14% were neutral. All participants said that they would recommend this training to others.

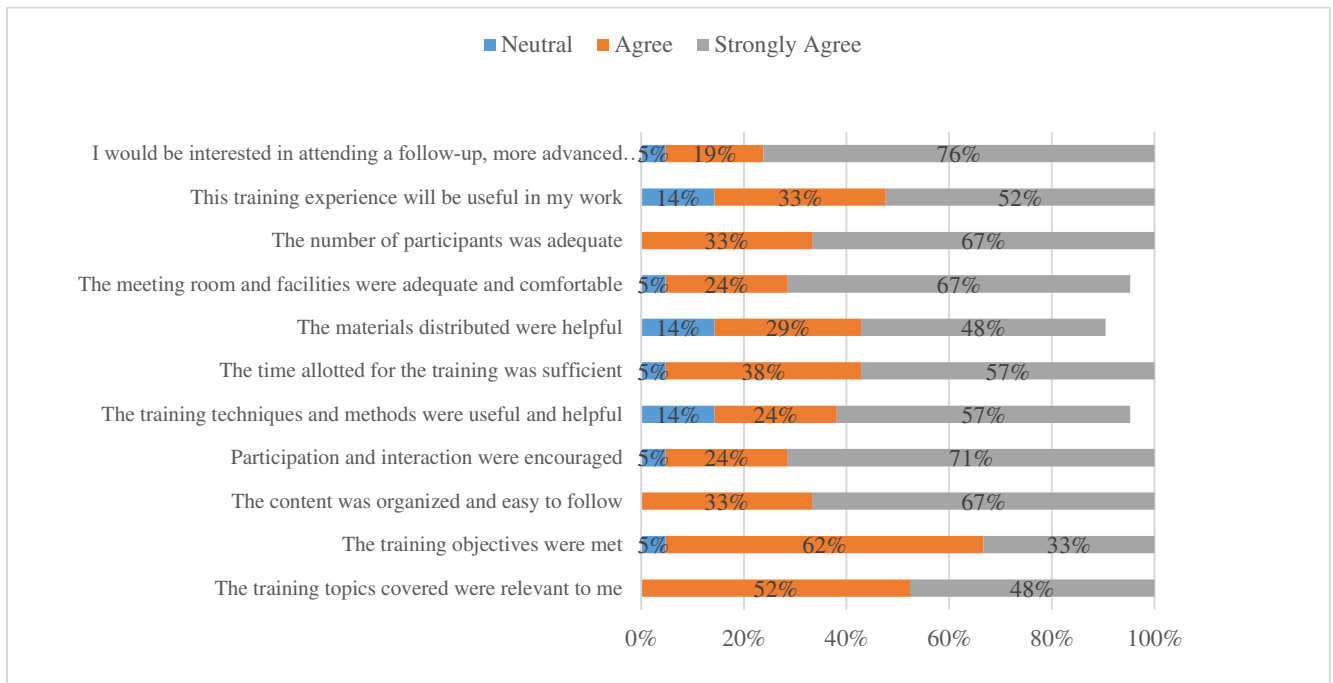


Figure 2.2. Training Evaluation Questions – ECM Roll Out 2

ECM Training roll out 3:

To summarize the training evaluation outcomes, as shown in Figure 2.3, all participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject and all of them stated that training experience will be useful in their work. The majority of participants (94%) found that the number of participants was adequate. Around 60% of participants agreed that the meeting room and facilities were adequate and comfortable, 22% disagreed and 17% were neutral about it. The majority (88%) agreed that training materials distributed were helpful, 12 % were neutral. Most of participants (88%) agreed that the allotted time for the training was sufficient. All participants agreed and that the training methods used were useful and helpful, and that content was organized and easy to follow. All participants reported also that participation and interaction were encouraged. The majority of participants (89%) agreed that the training topics covered were relevant. All participants said that they would recommend this training to others.

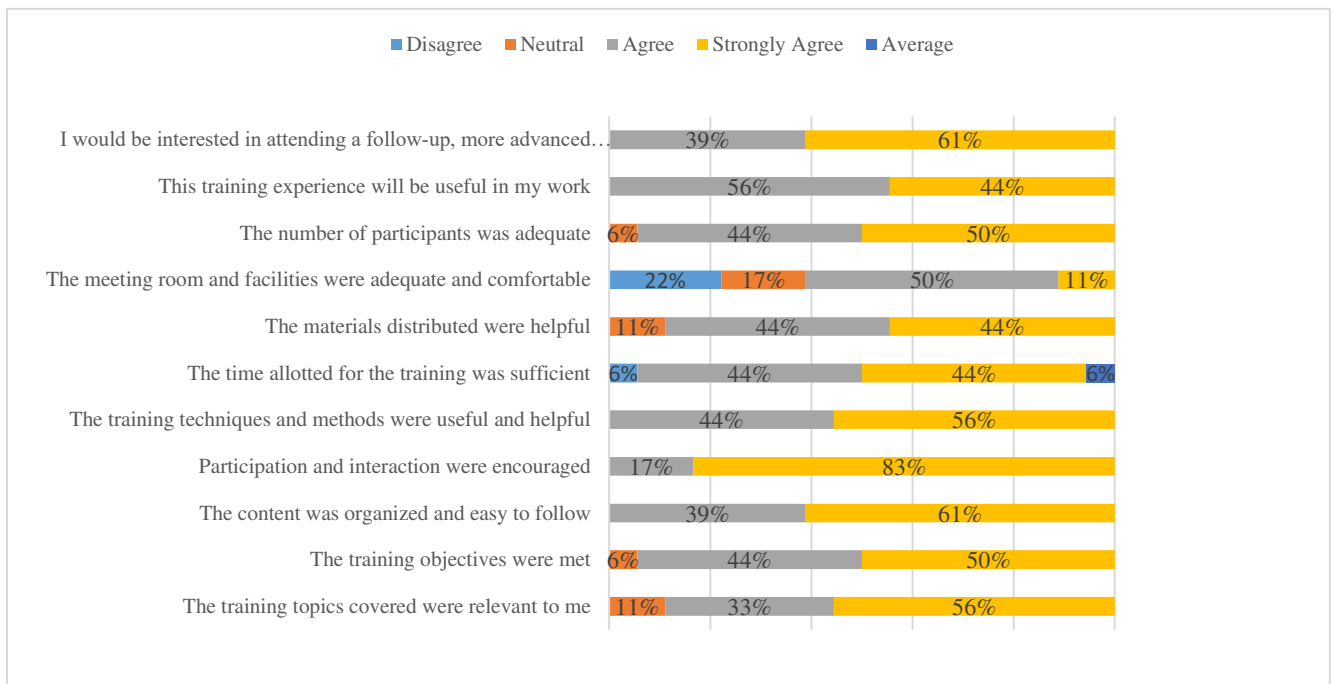


Figure 2.3. Training Evaluation Questions – ECM Roll Out 3

ECM Training roll out 4:

To summarize the training evaluation outcomes, as shown in Figure 2.4, 88% of the participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject and 88% stated that training experience will be useful in their work. All participants found that the number of participants was adequate and that meeting room and facilities were adequate and comfortable. Half of the participants agreed that training materials distributed were helpful, 31% were neutral and 13% disagreed. Most of participants (82%) agreed that the allotted time for the training was sufficient and 88% agreed that the training objectives were met. All participants agreed and that the training topics covered were relevant. Regarding the participation and interaction, 75% of the participants reported that participation and interaction was encouraged. Around 69% of the participants agreed that the training methods used were useful and helpful, 25% were neutral and 6% disagreed. The majority (94%) stated that content was organized and easy to follow. Overall, 87% of the participants said that they would recommend this training to others.

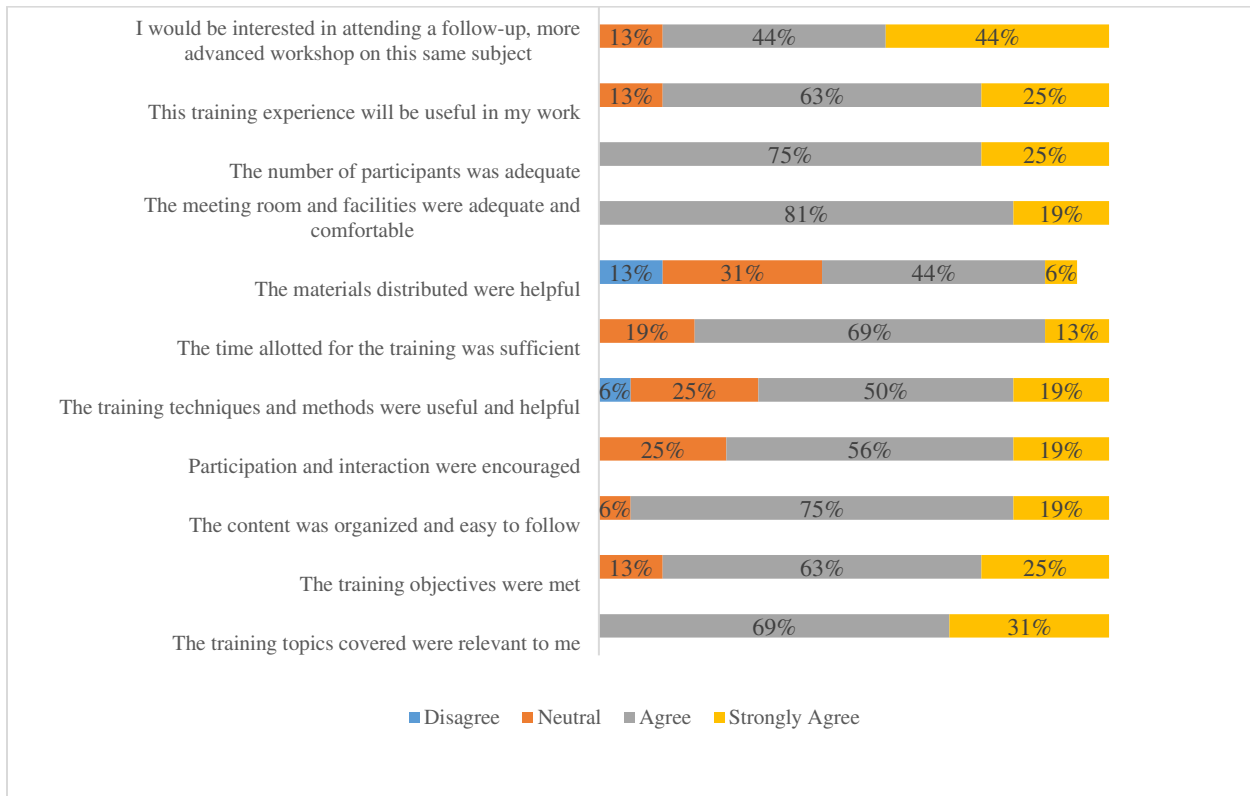


Figure 2.4. Training Evaluation Questions – ECM Roll Out 4

ECM Training roll out 5:

To summarize the training evaluation outcomes, as shown in Figure 2.5, 89% of the participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject and 90% stated that training experience will be useful in their work. The majority of participants (90%) found that the number of participants was adequate. 89% of participants agreed that the meeting room and facilities were adequate and comfortable. More than half of the participants (79%) agreed that training materials distributed were helpful, while 11% were neutral. More than half of the participants (58%) agreed that the allotted time for the training was sufficient, while 21% were neutral and 11% disagreed. The majority (89%) agreed and that the training methods used were useful and helpful, and 91% agreed that content was organized and easy to follow. Most participants (89%) reported also that participation and interaction were encouraged. The majority of participants (89%) agreed that the training topics covered were relevant. All participants said that they would recommend this training to others.

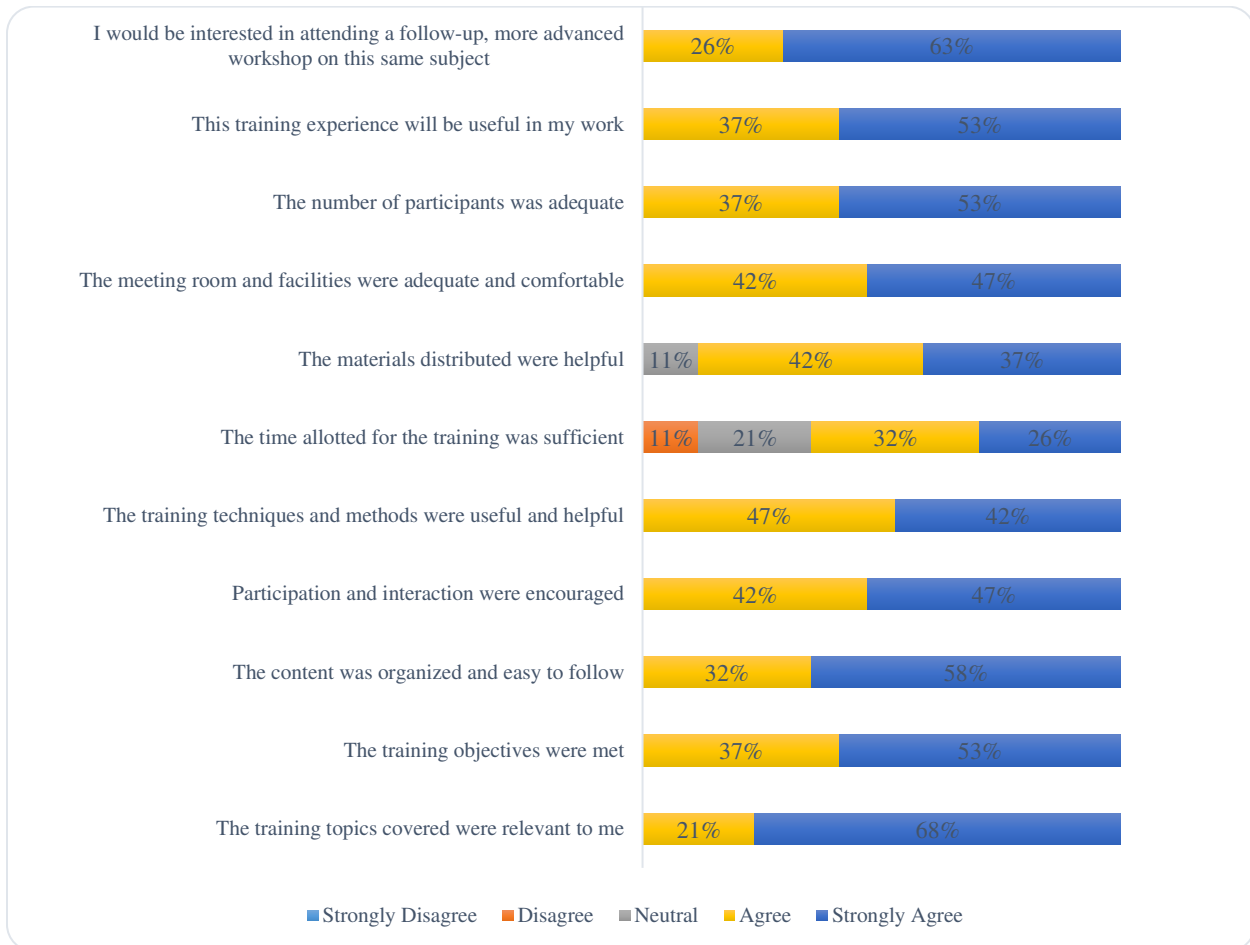


Figure 2.5. Training Evaluation Questions – ECM Roll Out 5

ECM Training roll out 6:

To summarize the training evaluation outcomes, as shown in Figure 2.6, all participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject and all of them stated that training experience will be useful in their work. All participants found that the number of participants was adequate. Around 64% of participants agreed that the meeting room and facilities were adequate and comfortable, while 29% were neutral. The majority (70%) agreed that training materials distributed were helpful, while 29% were neutral. Most of participants (94%) agreed that the allotted time for the training was sufficient. The majority (88%) agreed that the training methods used were useful and helpful, and that content was organized and easy to follow. All participants reported also that participation and interaction were encouraged, and that the training topics covered were relevant.

All participants said that they would recommend this training to others.

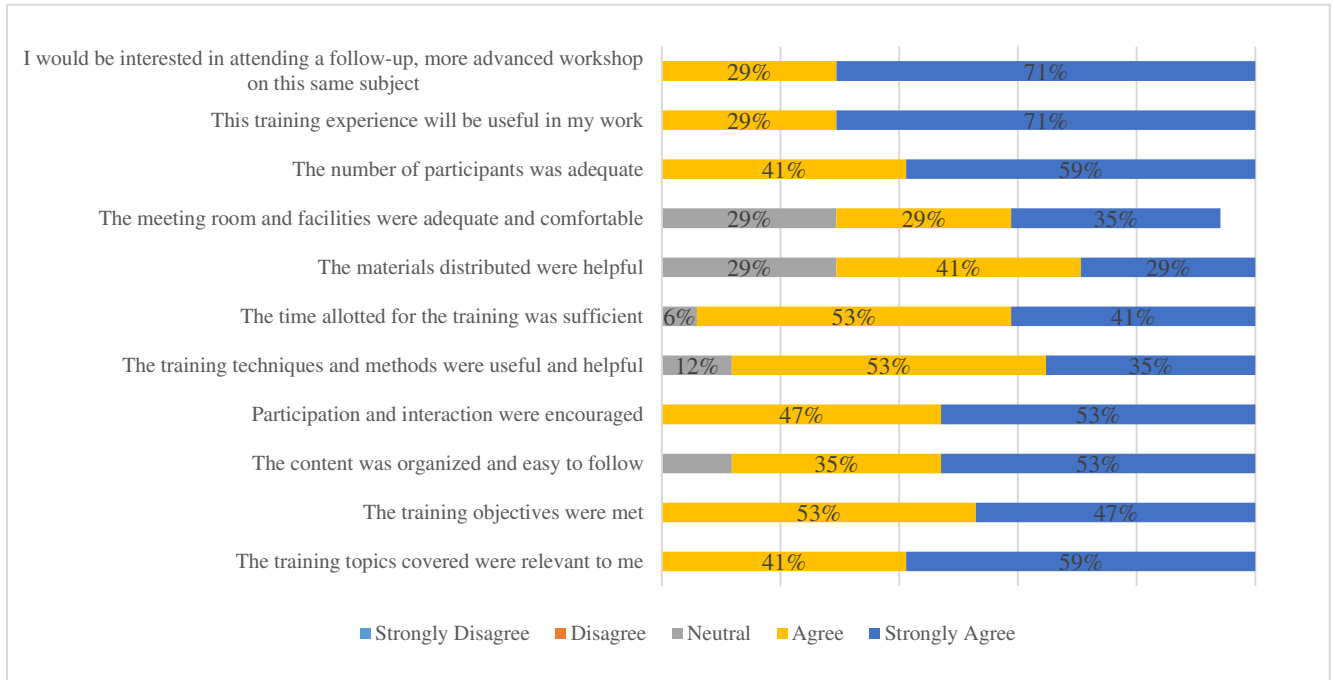


Figure 2.6. Training Evaluation Questions – ECM Roll Out 6

ECM Training roll out 7:

To summarize the training evaluation outcomes, as shown in Figure 2.7, 80% participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject and 90% of them stated that training experience will be useful in their work. The majority of participants (90%) found that the number of participants was adequate. Only 35% of participants agreed that the meeting room and facilities were adequate and comfortable, while 35% disagreed and 30% were neutral about it. More than half (60%) agreed that training materials distributed were helpful, while 30% were neutral and 5% disagreed. More than half (60%) of participants agreed that the allotted time for the training was sufficient, while 30% were neutral and 5% disagreed. Around 70% of participants agreed and that the training methods used were useful and helpful, while 25% were neutral and 5% disagreed. Half of the participants (55%) thought that content was organized and easy to follow, while 35% were neutral and 10% disagreed. The majority (80%) reported that participation and interaction were encouraged. The majority of participants (90%) agreed that the training topics covered were relevant. 95% participants said that they would recommend this training to others.

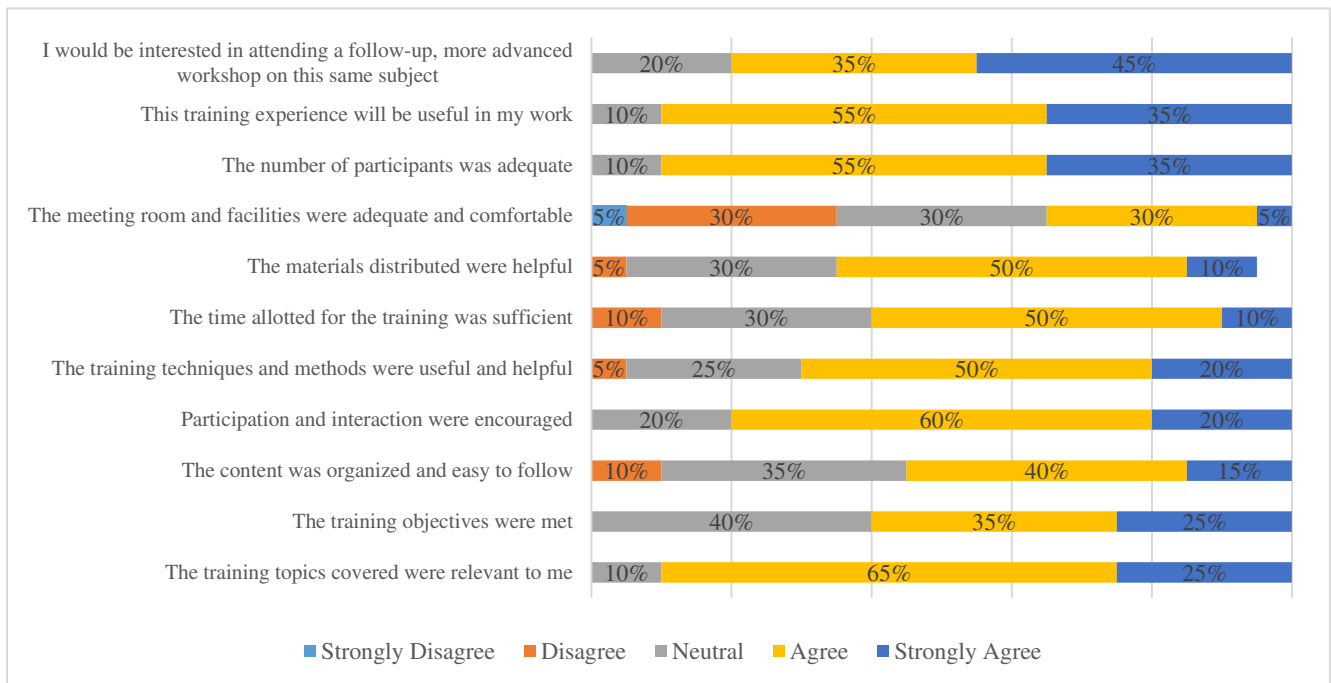


Figure 2.7. Training Evaluation Questions – ECM Roll Out 7

ECM Training roll out 8:

To summarize the training evaluation outcomes, as shown in Figure 2.8, all participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject and 91% of them stated that training experience will be useful in their work. All participants found that the number of participants was adequate. Around 58% of participants agreed that the meeting room and facilities were adequate and comfortable, while 21% disagreed and 21% were neutral. The majority (84%) agreed that training materials distributed were helpful, while 11% were neutral. More than half (74%) of participants agreed that the allotted time for the training was sufficient, while 15% were neutral and 11% disagreed. Around 85% of participants agreed and that the training methods used were useful and helpful, while 16% were neutral. The majority (91%) thought that content was organized and easy to follow. The majority (95%) reported that participation and interaction were encouraged. All participants agreed that the training topics covered were relevant. 95% of participants said that they would recommend this training to others.

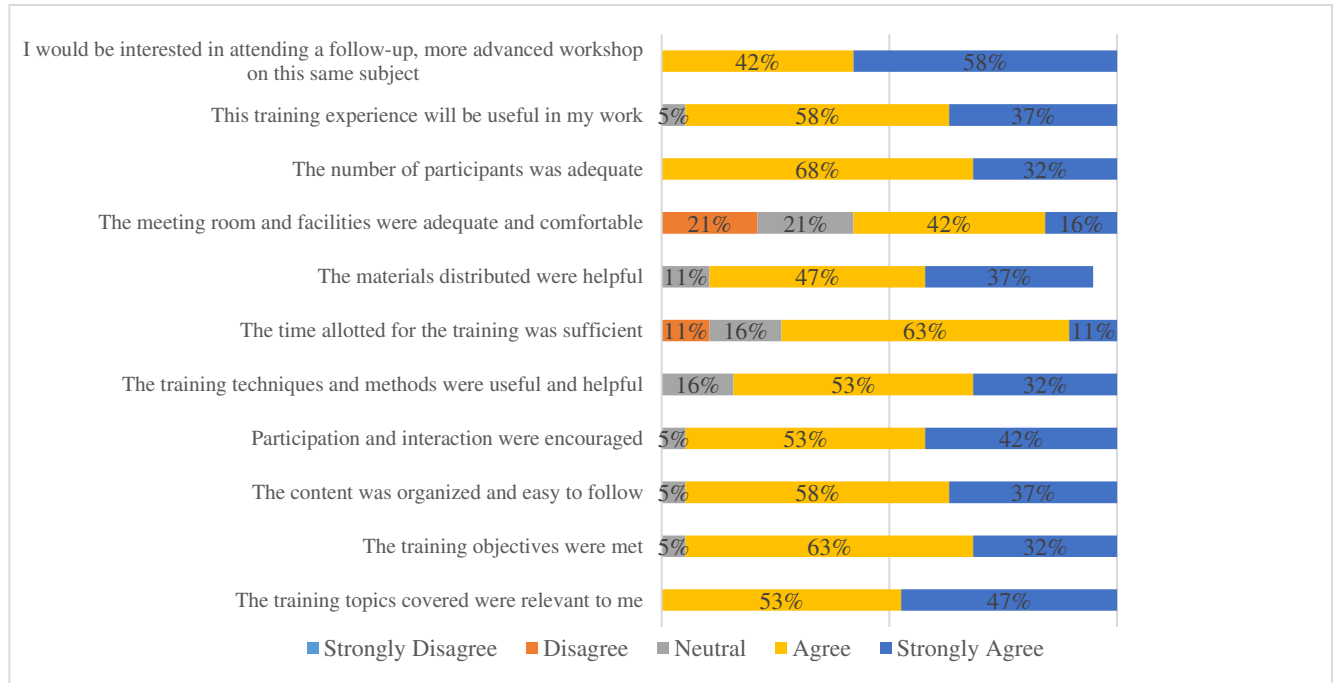


Figure 2.8. Training Evaluation Questions – ECM Roll Out 8

ECM Training roll out 9:

To summarize the training evaluation outcomes, as shown in Figure 2.9, all participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject, they all stated that training experience will be useful in their work and they all agreed that the number of participants was adequate. The majority (75%) of participants agreed that the meeting room and facilities were adequate and comfortable, while 13% disagreed and 13% were neutral. All participants agreed that training materials distributed were helpful, the allotted time for the training was sufficient and that the training methods used were useful and helpful. All participants thought that content was organized and easy to follow, participation and interaction were encouraged and the training topics covered were relevant. All participants said that they would recommend this training to others.

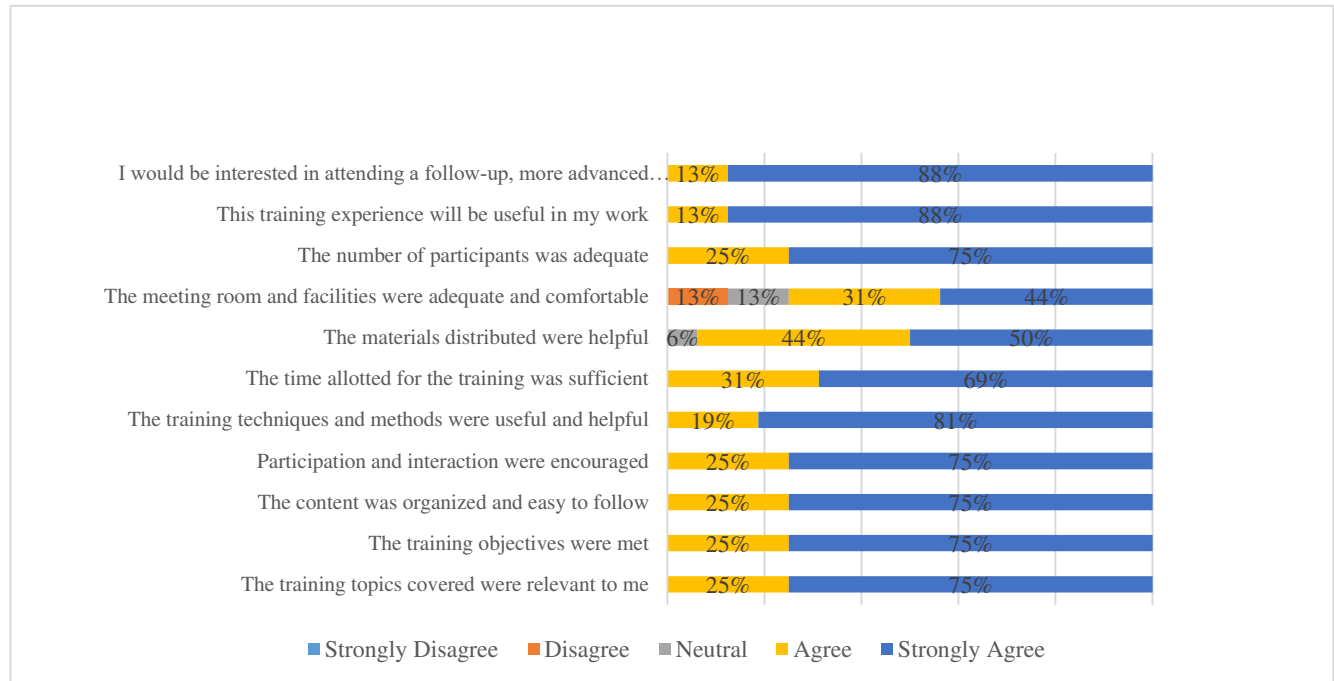


Figure 2.9. Training Evaluation Questions – ECM Roll Out 9

ECM Training roll out 10:

To summarize the training evaluation outcomes, as shown in Figure 2.10, all participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject and that training experience will be useful in their work. All participants found that the number of participants was adequate. The majority of participants (89%) agreed that the meeting room and facilities were adequate and comfortable. Almost four-fifths of participants (78%) agreed that training materials distributed were helpful, while 22% were neutral. More than half (56%) of participants agreed that the allotted time for the training was sufficient, while 22% were neutral and 22% disagreed. Around 95% of participants agreed and that the training methods used were useful and helpful. The majority of the participants (94%) thought that content was organized and easy to follow and agreed that the training objectives were met. The majority (80%) reported that participation and interaction were encouraged. All participants agreed that the training topics covered were relevant. 94% of participants said that they would recommend this training to others (6% missing answer).

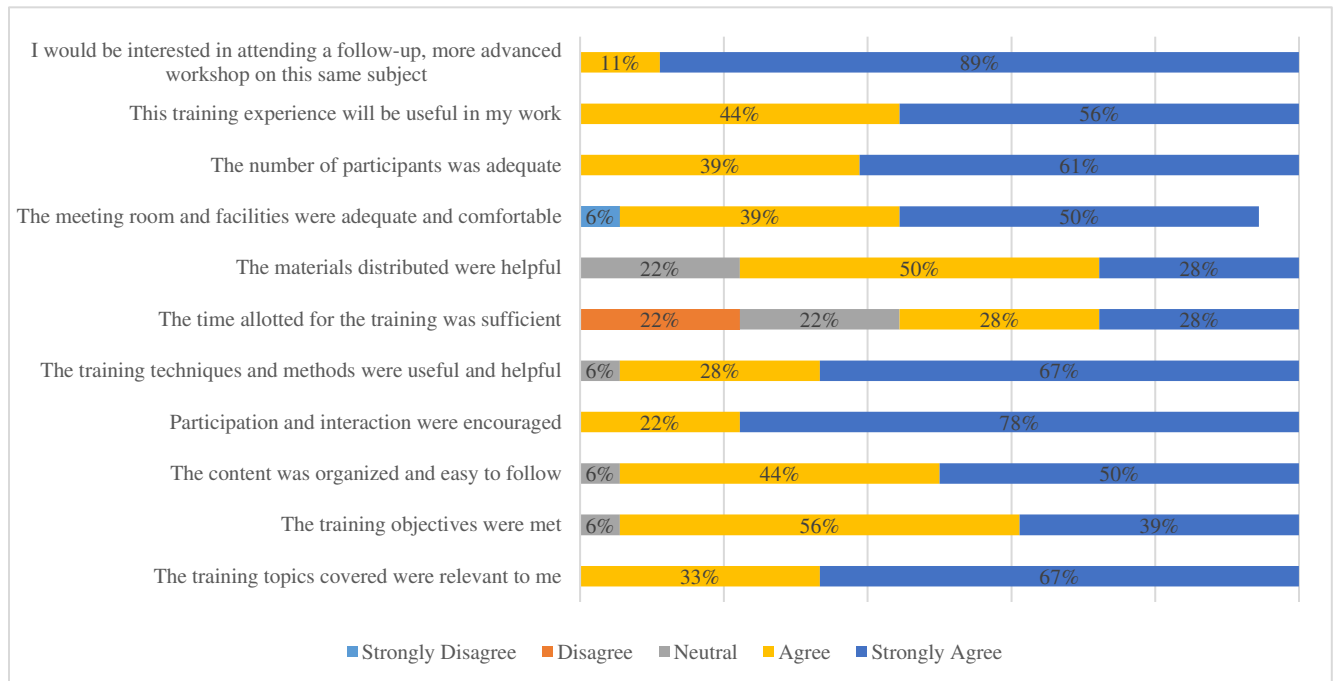


Figure 2.10 Training Evaluation Questions – ECM Roll Out 10

ECM Training roll out 11:

To summarize the training evaluation outcomes, as shown in Figure 2.11, 94% participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject and 95% of them stated that the training experience will be useful in their work. The majority of participants (95%) found that the number of participants was adequate. The majority of participants (89%) agreed that the meeting room and facilities were adequate and comfortable, while 11% were neutral about it. Around three-quarters of participants (74%) agreed that training materials distributed were helpful, while 22% were neutral and 6% disagreed. All participants agreed that the allotted time for the training was sufficient and that the training methods used were useful and helpful. All participants thought that content was organized and easy to follow and participation and interaction were encouraged. The majority of participants (95%) agreed that the training topics covered were relevant and the training objectives were met. 89% of participants said that they would recommend this training to others (11% missing answer).

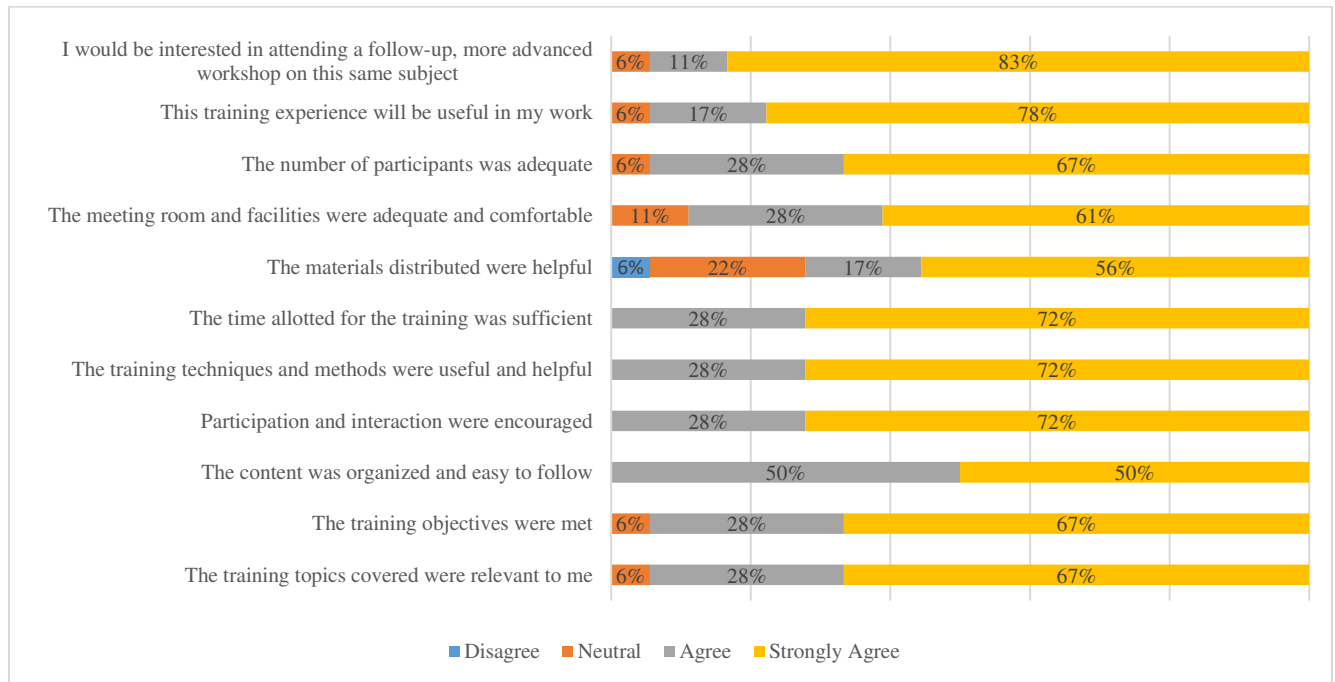


Figure 2.11. Training Evaluation Questions – ECM Roll Out 11

ECM Training roll out 12:

To summarize the training evaluation outcomes, as shown in Figure 2.12, 83% participants agreed that they would be interested in attending a follow-up and more advanced workshop on the same subject, while 17% were neutral, and 95% of participants stated that training experience will be useful in their work. The majority of participants (83%) found that the number of participants was adequate (17% were neutral). Only 18% of participants agreed that the meeting room and facilities were adequate and comfortable, with 65% who disagreed and 18% who were neutral. Around 80% of participants agreed that training materials distributed were helpful, while 18% were neutral. The majority (88%) of participants agreed that the allotted time for the training was sufficient, while 12% were neutral. More than half (59%) of participants agreed that the training methods used were useful and helpful, while 35% were neutral. The majority of the participants (94%) thought that content was organized and easy to follow. The majority (88%) reported that participation and interaction were encouraged. All participants agreed that the training topics covered were relevant and objectives were met. All participants said that they would recommend this training to others.

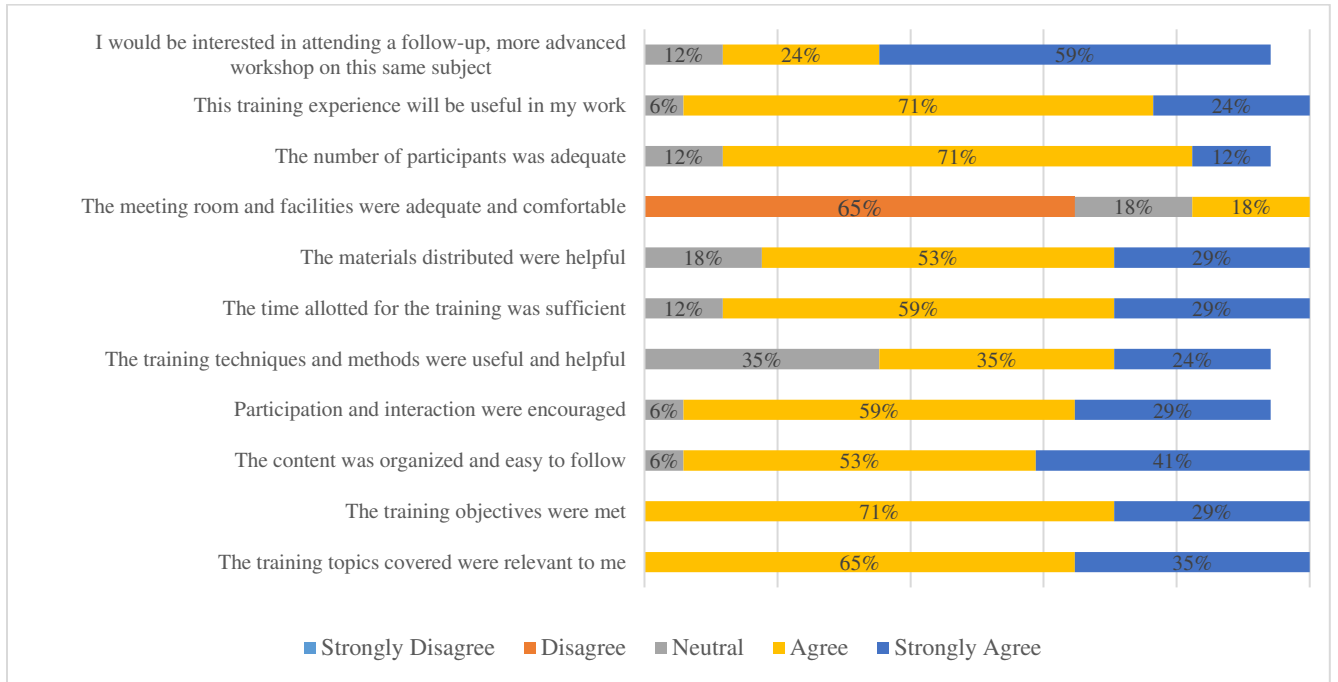


Figure 2.12. Training Evaluation Questions – ECM Roll Out 12

2.3. Overall Training Evaluation

When asked about what the participants most appreciated during the training, they stated the organization of the training, experience of the trainers, variety of trainers, structure of the information, simplicity of the content and flow of ideas, the interactive training techniques (role plays, activities, etc.), new information shared, experiences shared by participants, real life case scenarios, relevance of the topic, group interaction, and the respect for time throughout the training.

On another hand, when participants were requested to provide information on what they least appreciated, the time limitations of the training and the large and condensed material were most frequently mentioned. Many participants also complained about the inability to receive and use the ECM manual after the training (due to the on-going update of the material) and the implementation of the training over only one day (many participants felt 2 days was more realistic). Indeed, the large volume of material did not allow a significant place for role playing and scenario review. Some participants also complained about the lack of Arabic material and the continuous use of English terms. In addition, a small number of participants found that certain trainers were not very knowledgeable or prepared (these trainers appeared to be reading most of the time). As such, it was necessary for the master trainer to interfere in some sessions when questions were asked that the trainers could not answer or when additional clarification was needed. Further details on the participants' satisfaction with the trainers are presented in the following section.

Recommendations given from the participants included extending the roll out session duration to two days to be able to allocate more time for practice, role plays and case studies. A specific ECM for case managers was also recommended. Some participants suggested providing some trainers with additional training to be able to deliver the training. Participants also proposed organizing specialized training on GBV and CP, as well as adding more information on self-care. Some participants also recommended distributing the training material and presentation in Arabic. A common recommendation was that the training include other types of frontline staff, including receptionists, police, security guards, and banking staff.

2.4. Trainer Evaluation Outcomes

As mentioned elsewhere, each ECM roll out session had 2-3 trainers plus the Master Trainer in attendance. Unfortunately, the data collected in the early roll out sessions (ROS 1-6) did not provide a disaggregated view of trainer performance as gauged by the participants. As such, the trainer evaluation outcomes for roll out sessions 1 through 6 reflect the view participants had of all trainers together. This was corrected in roll out sessions 7-12 (see below).

ECM Training roll out 1:

In terms of satisfaction with the trainers, as reflected in Figure 3.1., the feedback was overwhelmingly positive. All participants agreed that the trainers were knowledgeable about the training topics, well prepared and that the trainers have the ability to communicate with the participants.

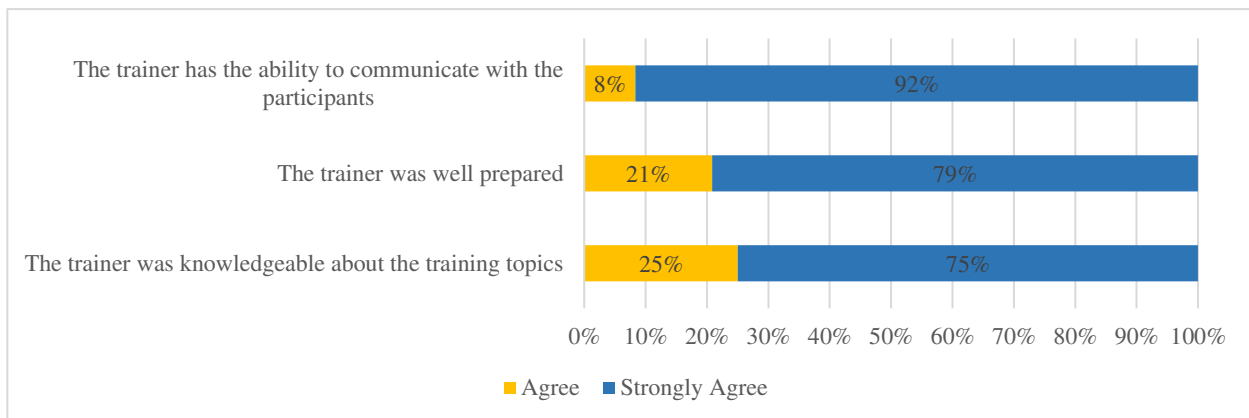


Figure 3.1. Satisfaction with the Trainers

ECM Training roll out 2

Regarding satisfaction with the trainers, as reflected in Figure 3.2., the feedback was overwhelmingly positive. Almost all participants (91%) agreed that the trainers were knowledgeable about the training topics. Most participants (95%) agreed that the trainers were well prepared and had the ability to communicate with the participants.

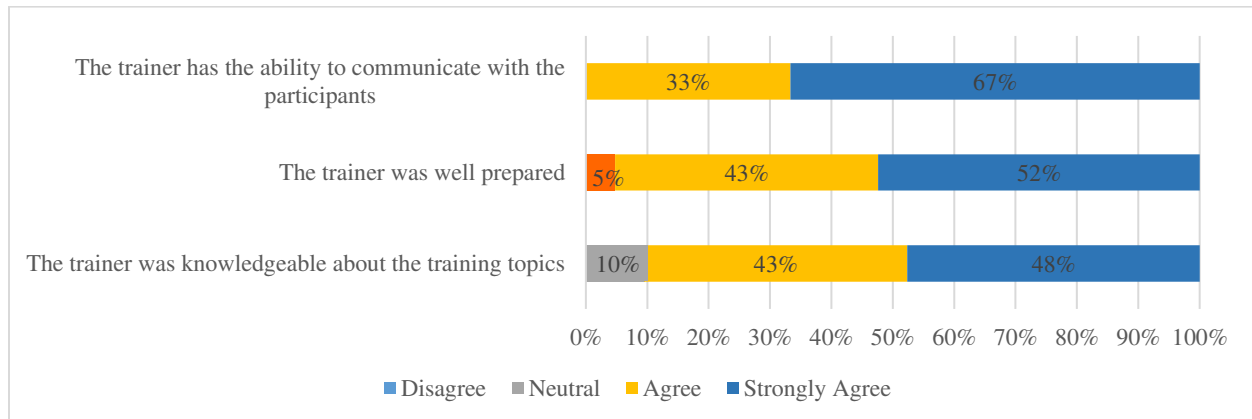


Figure 3.2. Satisfaction with the Trainers

ECM Training roll out 3

As reflected in Figure 3.3., the feedback was extremely positive regarding satisfaction with the trainers. All participants agreed that that the trainers were knowledgeable about the training topics, they were well prepared and had the ability to communicate with the participants.

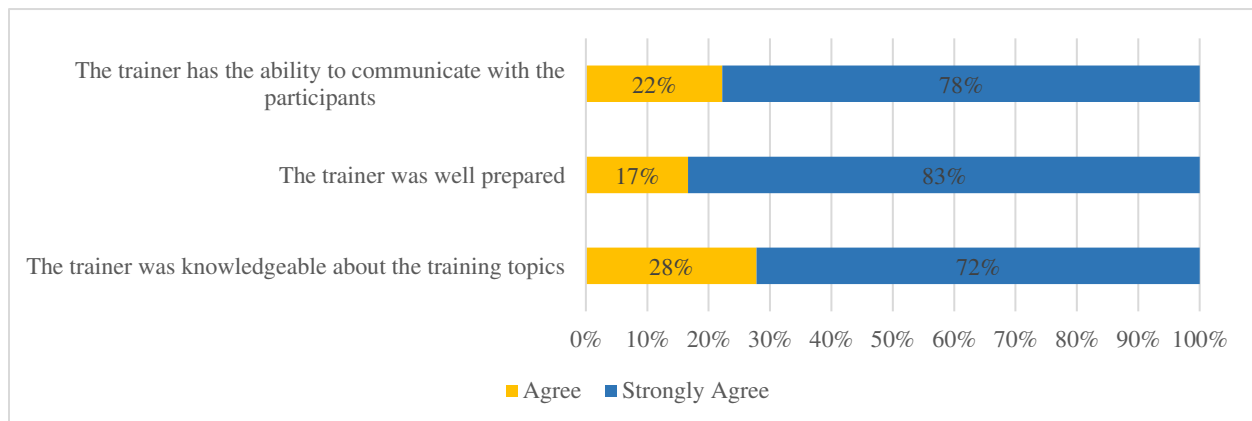


Figure 3.3. Satisfaction with the Trainers

ECM Training roll out 4

In terms of satisfaction with the trainers, as reflected in Figure 3.4, the feedback was very positive. Almost all participants (88%) agreed that the trainers were knowledgeable about the training topics, well prepared and had the ability to communicate with the participants.

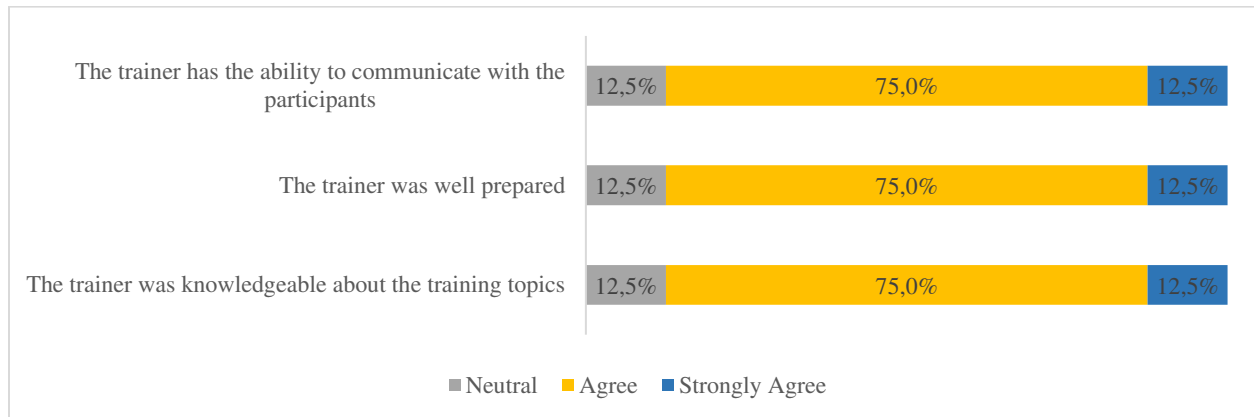


Figure 3.4. Satisfaction with the Trainers

ECM Training roll out 5

In terms of satisfaction with the trainers, as reflected in Figure 3.5, the feedback was overwhelmingly positive. All participants agreed that the trainers were knowledgeable about the training topics. Most participants (95%) agreed that the trainers were well prepared and had the ability to communicate with the participants.

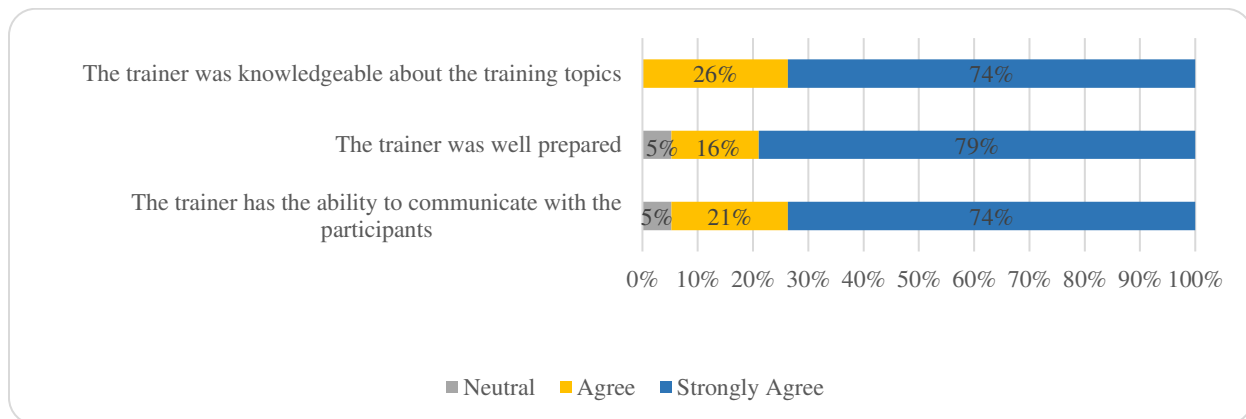


Figure 3.5. Satisfaction with the Trainers

ECM Training roll out 6

In terms of satisfaction with the trainers, as reflected in Figure 3.6, the feedback was overwhelmingly positive. All participants agreed that that the trainers were knowledgeable about the training topics, that they were well prepared and had the ability to communicate with the participants.

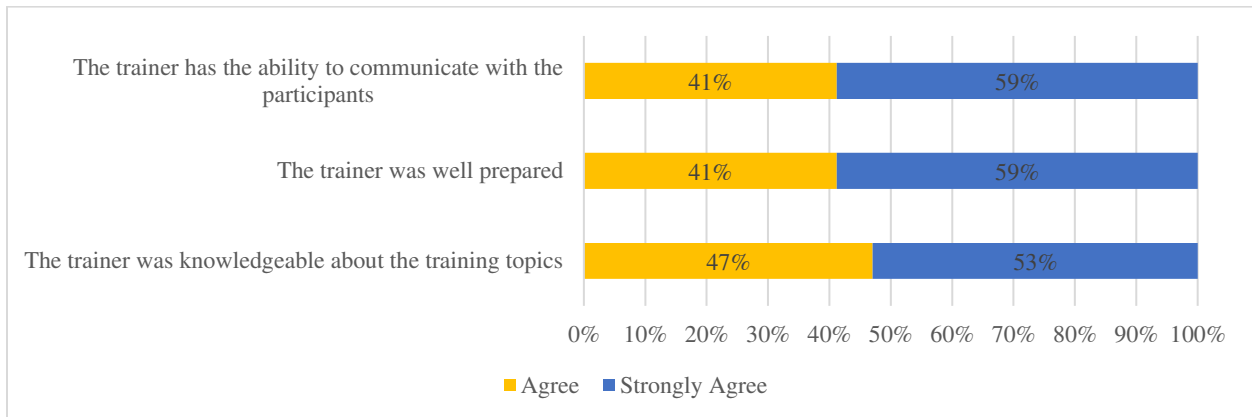
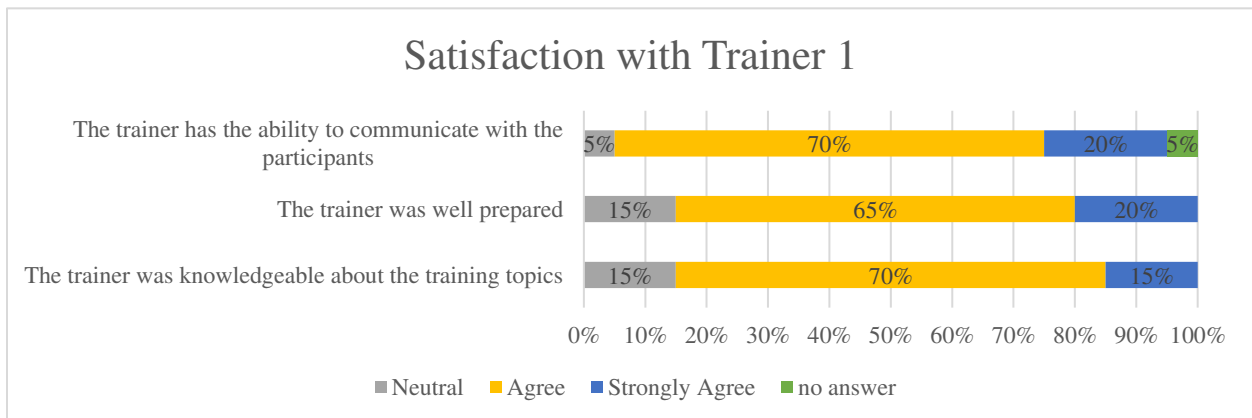


Figure 3.6. Satisfaction with the Trainers

ECM Training roll out 7:

As reflected in Figure 3.7, the feedback regarding satisfaction with the trainers was overwhelmingly positive. From this session forward, feedback was provided for each trainer delivering the session, which is explained further in the document. More than 80% of participants agreed that the trainers were knowledgeable about the training topics, well prepared and that the trainers had the ability to communicate with the participants.



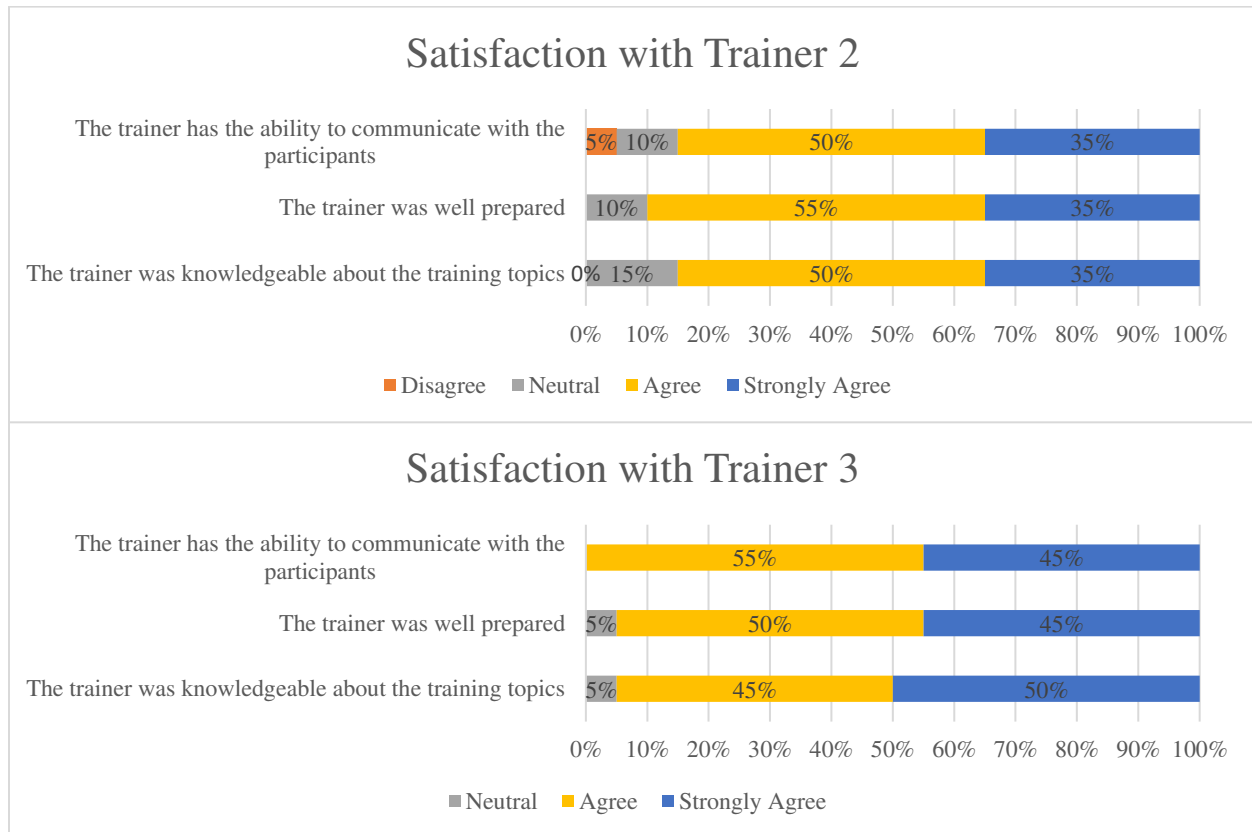


Figure 3.7. Satisfaction with the Trainers

ECM Training roll out 8

Regarding satisfaction with the trainers, as reflected in Figure 3.8., the feedback was overwhelmingly positive, however some differences exist between Trainer 3 and the rest of the trainers, with a more positive evaluation of the third trainer. However, more than 70% of participants agreed that the trainers were knowledgeable about the training topics, were well prepared and had the ability to communicate with the participants.

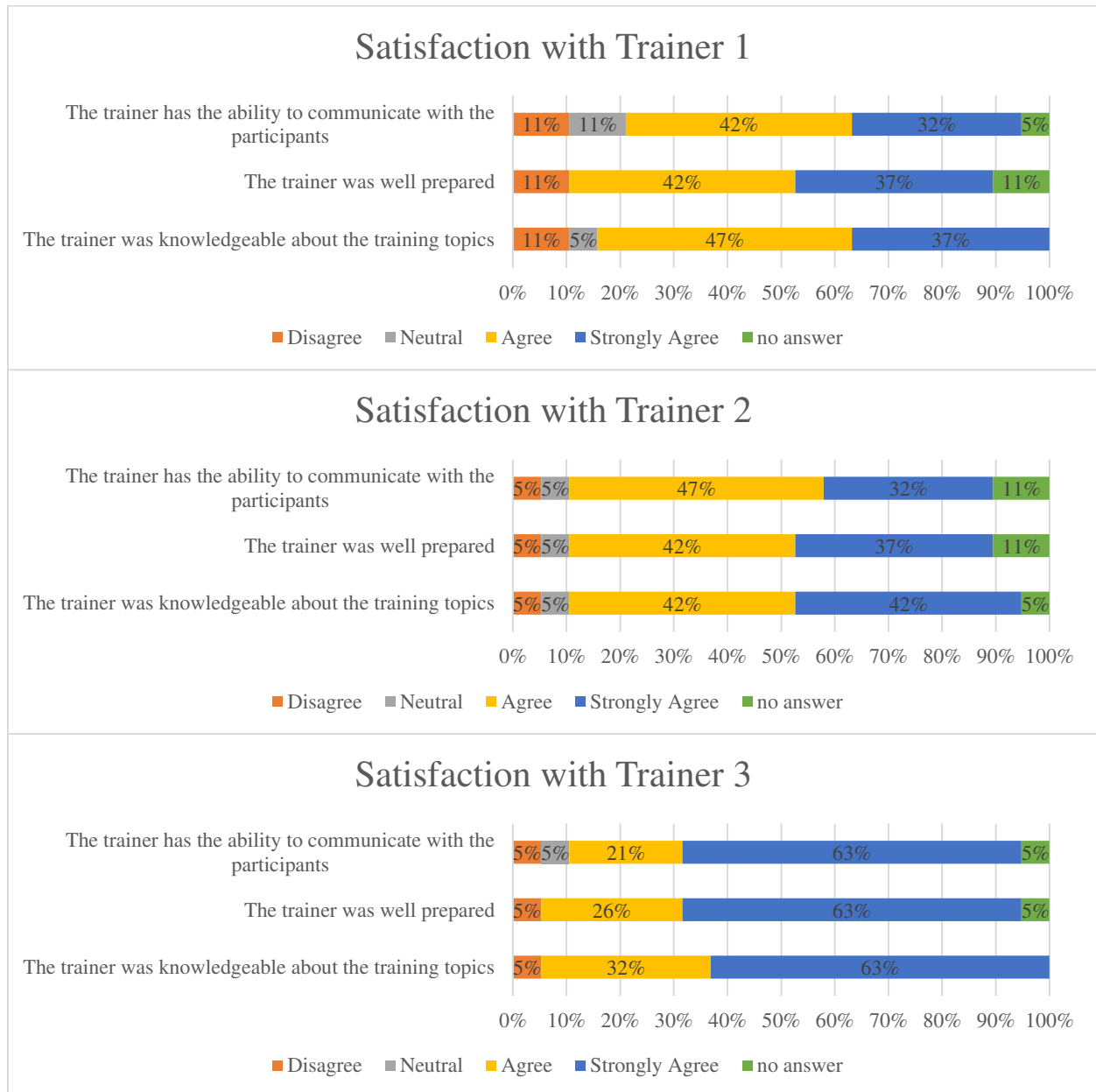


Figure 3.8. Satisfaction with the Trainers

ECM Training roll out 9

In terms of satisfaction with the trainers, as reflected in Figure 3.9, the feedback was overwhelmingly positive and similar for both trainers. More than 85% participants agreed that that the trainers were knowledgeable about the training topics, they were well prepared and had the ability to communicate with the participants.

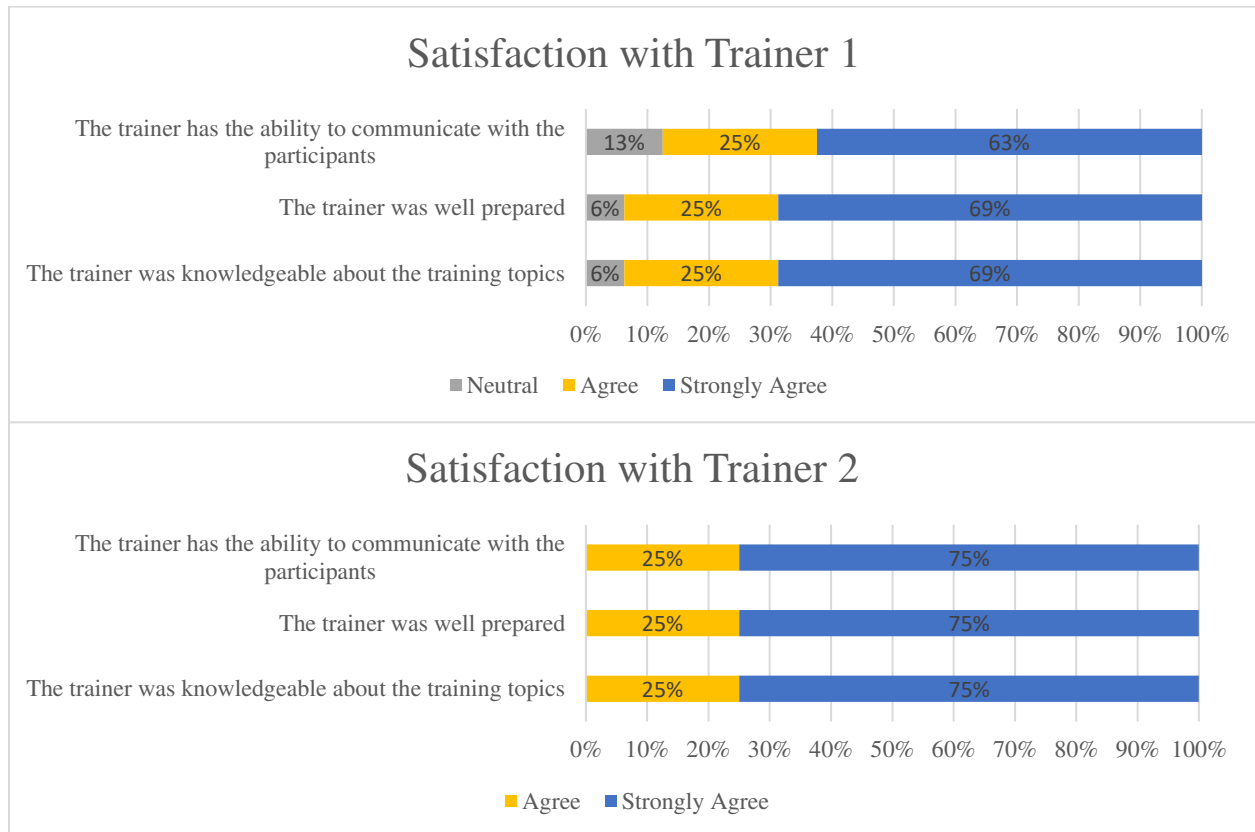


Figure 3.9. Satisfaction with the Trainers

ECM Training roll out 10

In terms of satisfaction with the trainer, as reflected in Figure 3.10, the feedback was more positive for trainer 1 than trainer 2. More than 60% of participants agreed that the trainers were knowledgeable about the training topics, well prepared and had the ability to communicate with the participants.

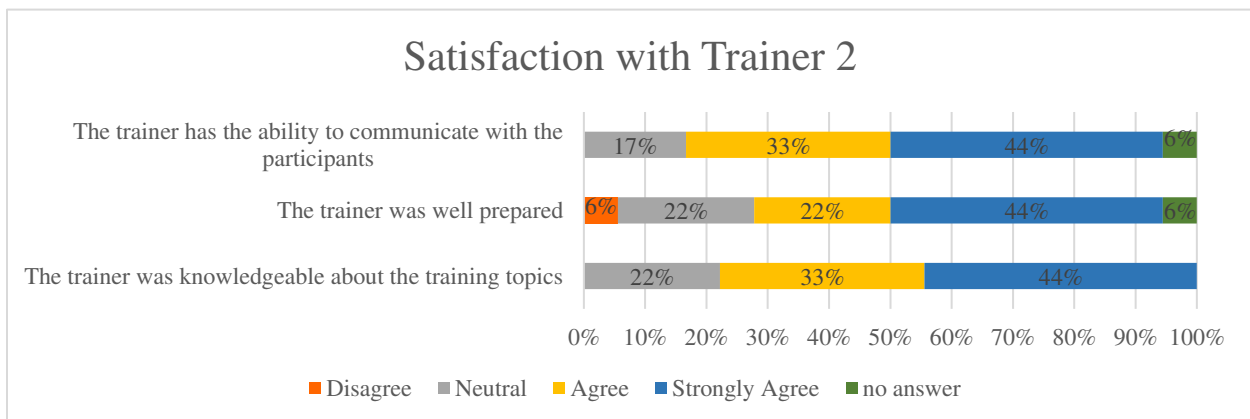
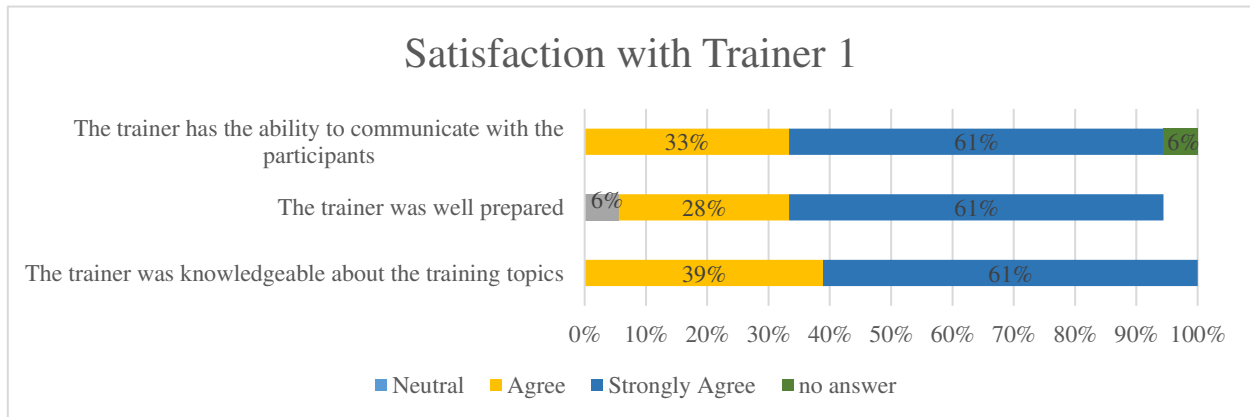


Figure 3.10. Satisfaction with the Trainers

ECM Training roll out 11

In terms of satisfaction with the trainer, as reflected in Figure 3.11, the feedback was overwhelmingly positive. More than 85% agreed that that the trainers were knowledgeable about the training topics, they were well prepared and had the ability to communicate with the participants.

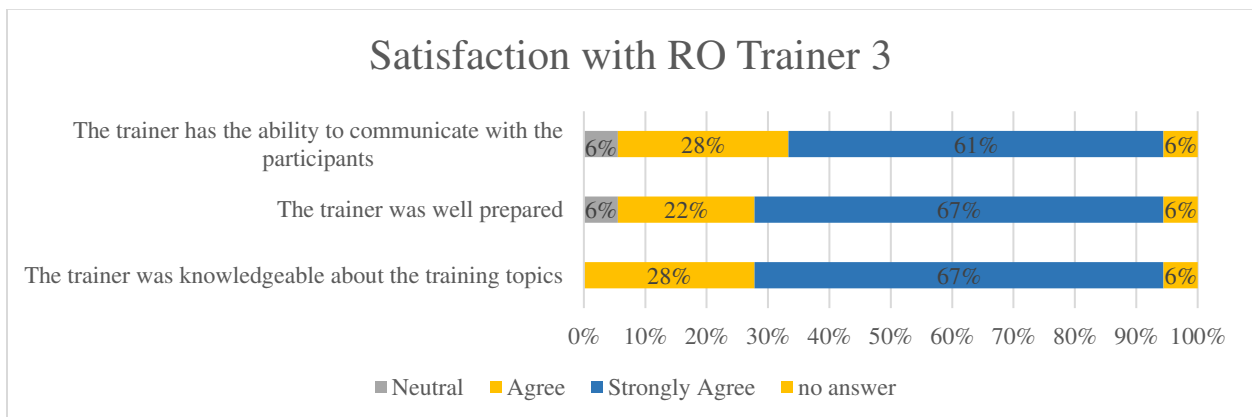
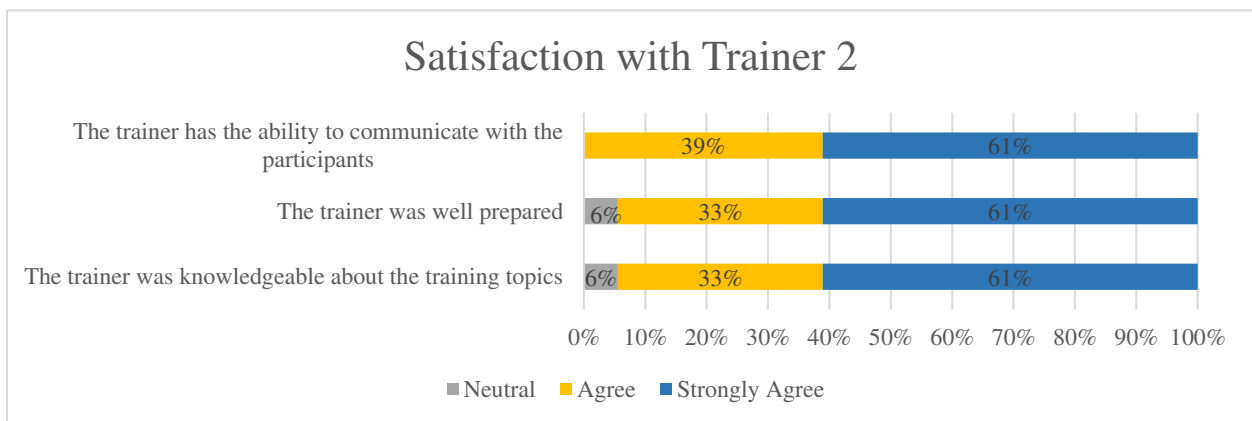
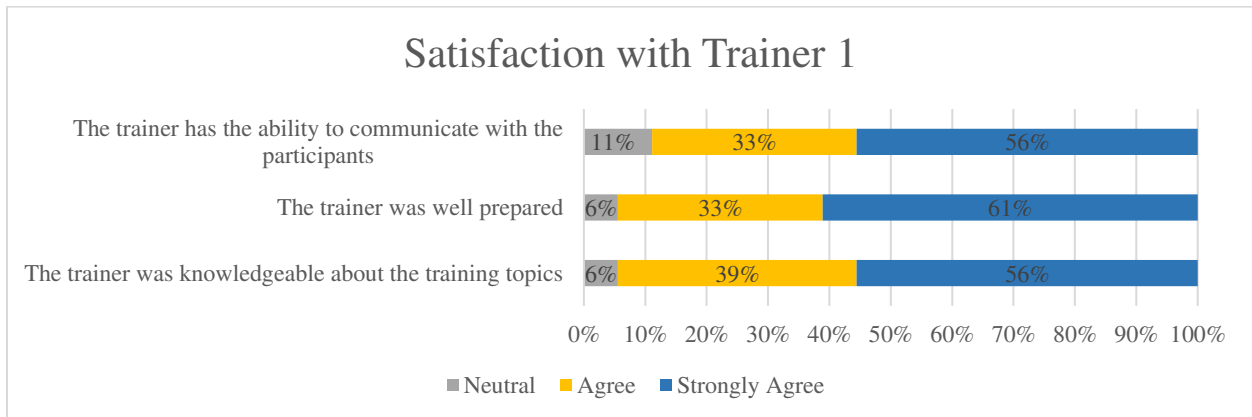


Figure 3.11. Satisfaction with the Trainers

ECM Training roll out 12

Lastly, in terms of satisfaction with the trainers of the final session, as reflected in Figure 3.12, the feedback was overwhelmingly positive, with a slightly lower evaluation of the first trainer. More

than 80% agreed that that the trainers were knowledgeable about the training topics, they were well prepared and had the ability to communicate with the participants.

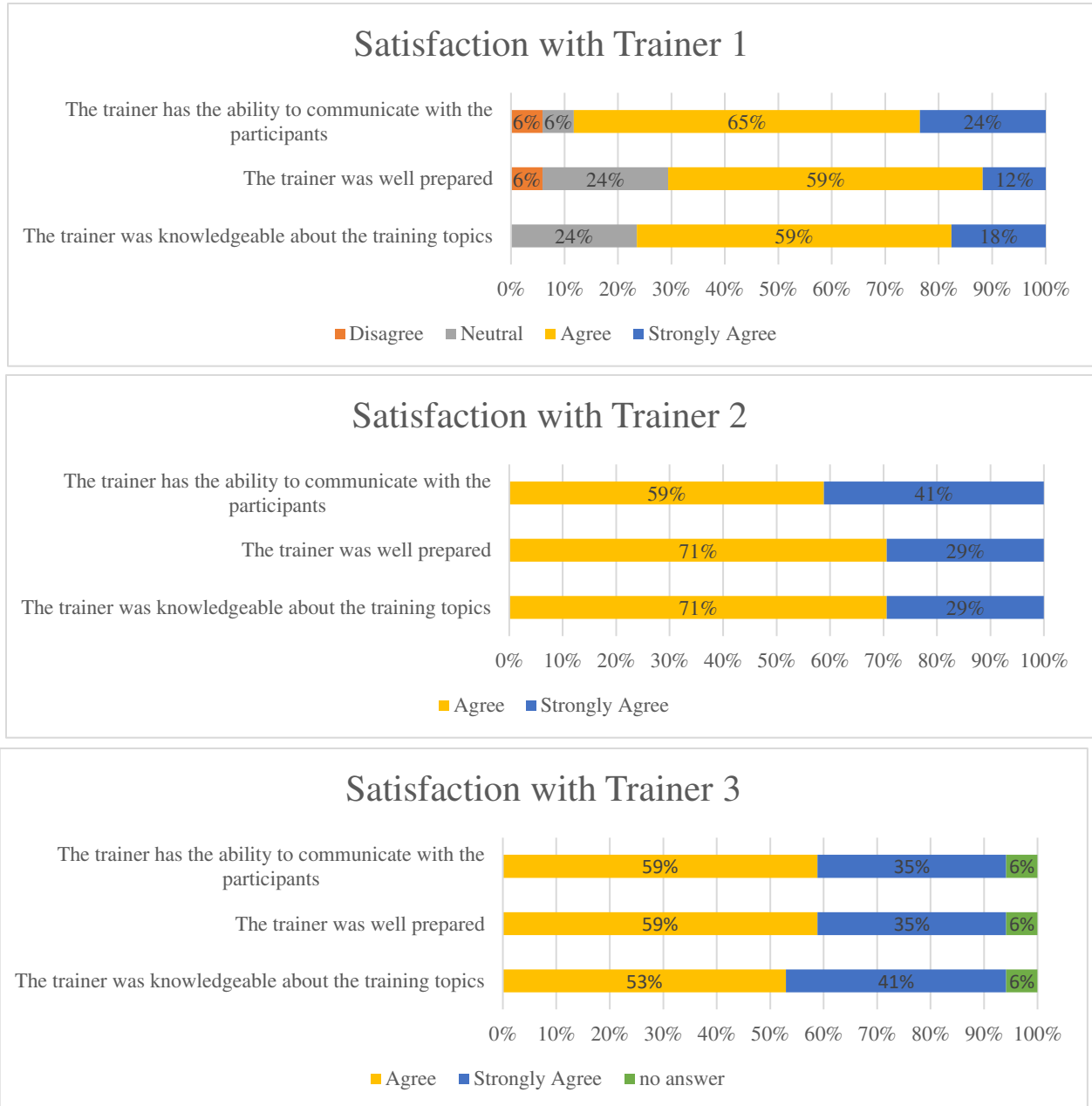


Figure 3.12. Satisfaction with the Trainers

3. Improvement of Skills Outcomes

Training participants were asked to fill a Pre-Post test before and after the training workshop to assess the effectiveness of the training in improving the knowledge of the participants. The questions for the Pre and Post-Test consisted of 20 questions (maximum of 20 possible points).

ECM Training roll out 1:

Table 2.1 summarizes the results of the Pre/Post-tests of **ECM Training roll out 1** trainees. 83% of participants in this roll out session demonstrated an improvement in knowledge.

ECM RO session 1	Persons who sat for pre-test	24
	Persons who sat for post-test	24
	Number of people who sat for both tests	24
	% of participants who showed improvement	83%
	% of participants who did not show improvement	17%
	# People who showed improvement	20
	# People who showed no improvement	4
	Absentees on post-test	0

Table 2.1 ECM Training Roll Out 1 pre/post-tests info summary

As shown in Figure 4.1, the average total pre-test score of ROS1 participants was 12.71 (out of 20 possible points), while the average total post-test score was 15.38, reflecting an overall increase in knowledge.

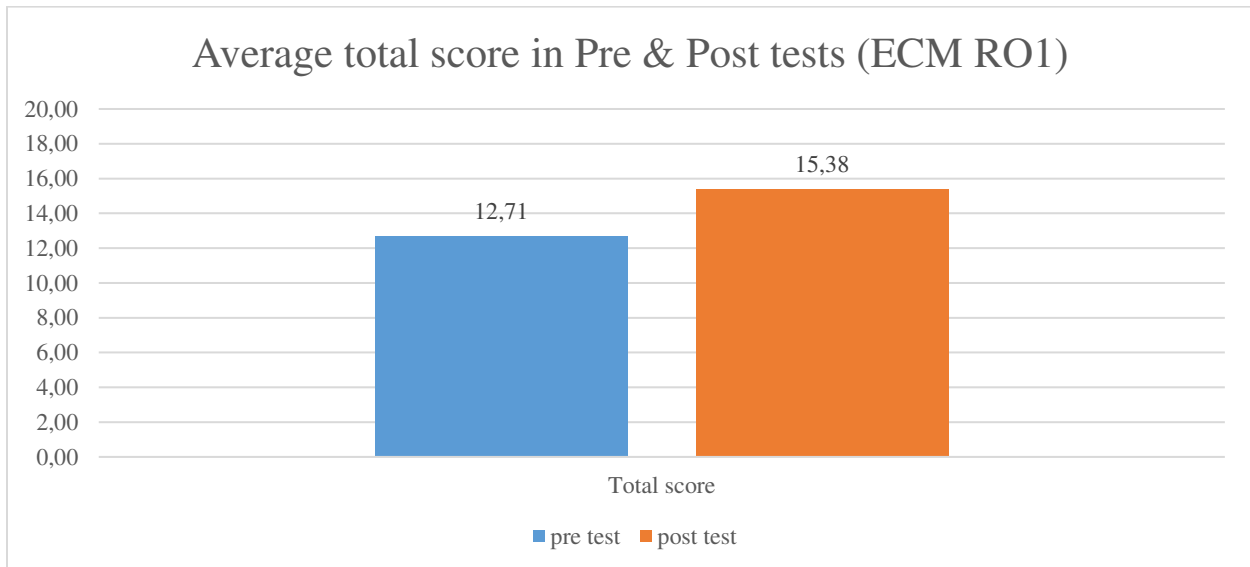


Figure 4.1. Total Average score in Pre and Post tests

Figure 5.1 shows the average pre- and post- scores for the group per test item.

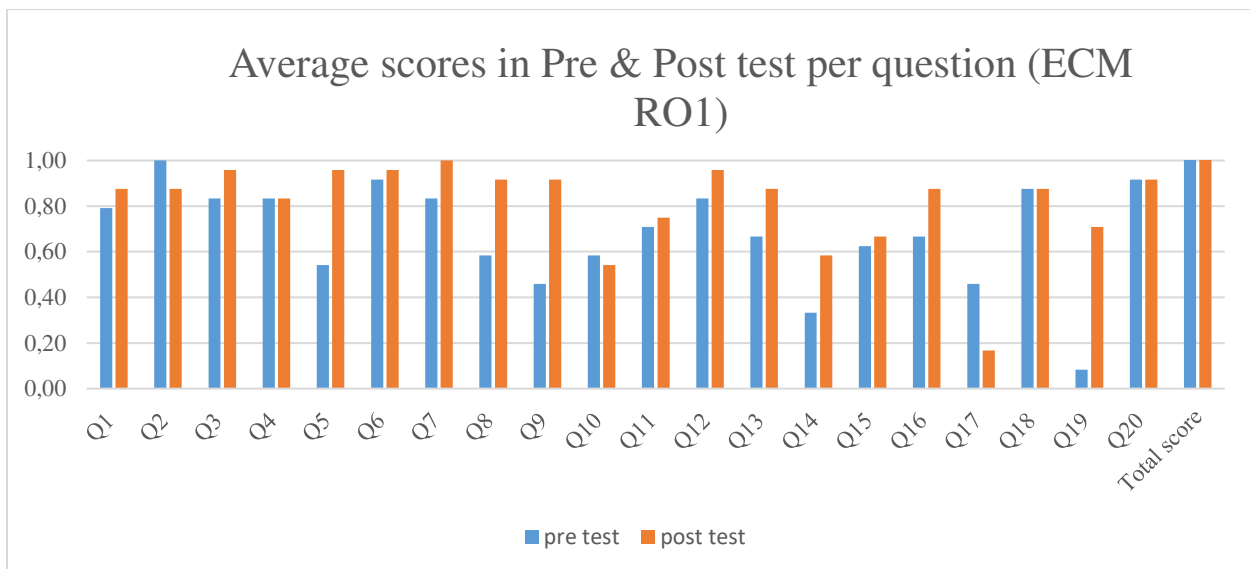


Figure 5.1. Average scores in pre/post-test per question in ECM Roll Out 1

ECM Training roll out 2:

Table 2.2 summarizes the results of the Pre/Post-tests of **ECM training roll out 2** trainees. 73% of participants in this roll out session demonstrated an improvement in knowledge.

Table 2.2 ECM Roll Out 2 pre/post-tests info summary

ECM RO session 2	Persons who sat for pre-test	22
	Persons who sat for post-test	22
	Number of people who sat for both tests	22
	% of participants who showed improvement	73%
	% of participants who did not show improvement	27%
	# People who showed improvement	16
	# People who showed no improvement	6
	Absentees on post-test	0

As shown in Figure 4.2, the average total pre-test score of ROS2 participants was 14.86 (out of 20 possible points), while the average total post-test score was 16.73, reflecting an overall increase in knowledge.

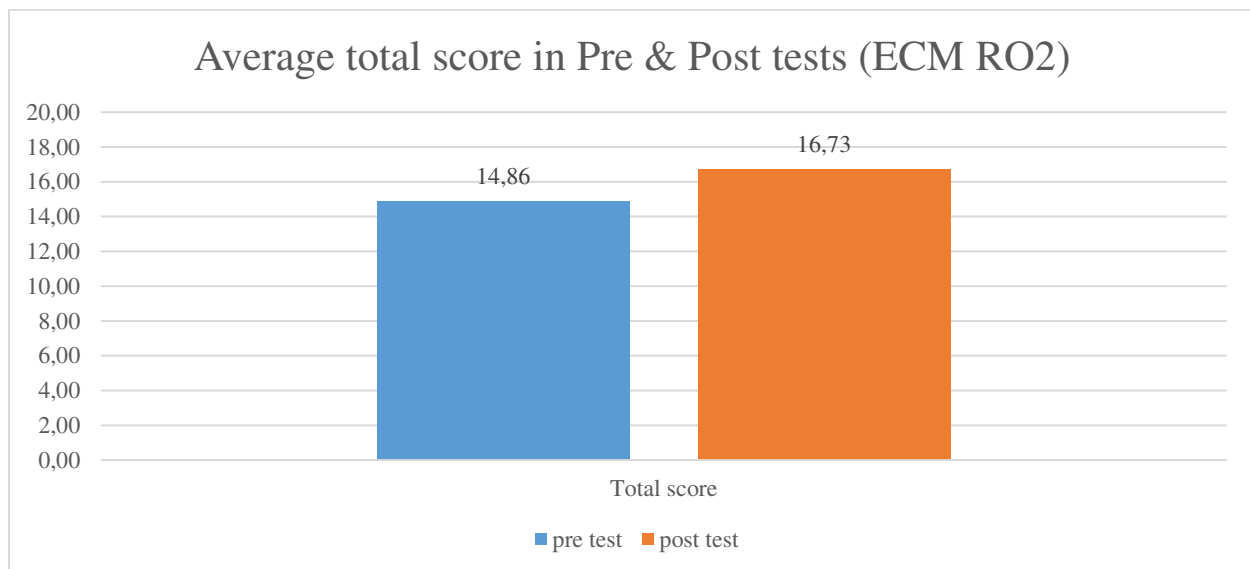


Figure 4.2. Total Average score in Pre and Post test

Figure 5.2 shows the average pre- and post- scores for the group per test item.

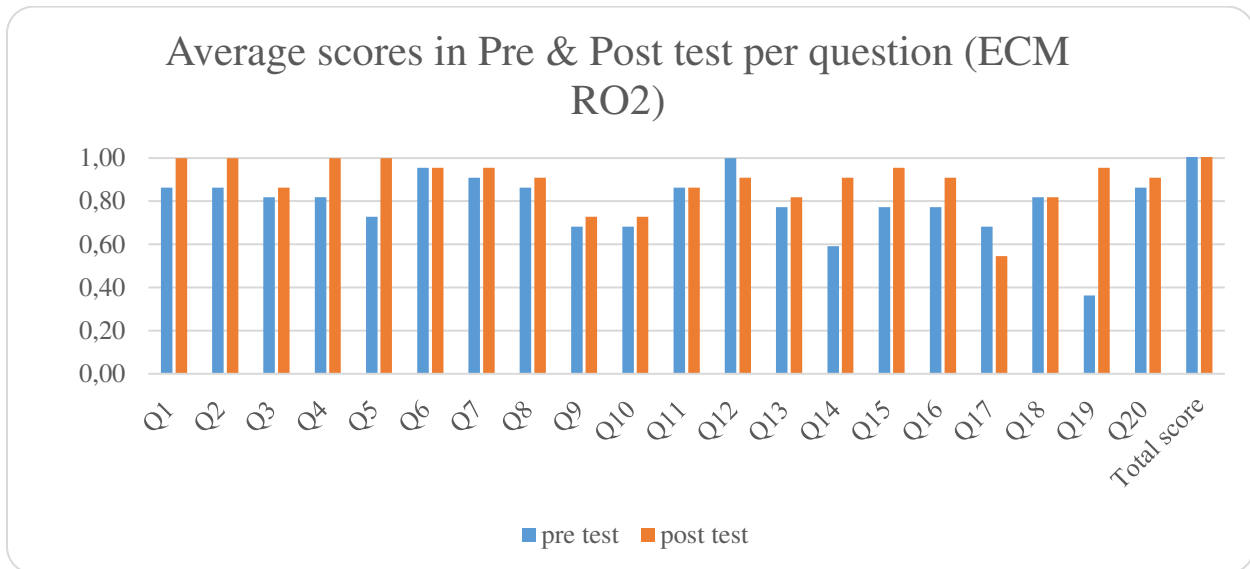


Figure 5.2. Average scores in pre/post-test per question in ECM Roll Out 2

ECM Training roll out 3:

Table 2.3 summarizes the results of the Pre/Post-tests of **ECM training roll out 3** trainees. 79% of participants in this roll out session demonstrated an improvement in knowledge.

Table 2.3 ECM roll out 3 pre/post-tests info summary

ECM RO session 3	Persons who sat for pre-test	19
	Persons who sat for post-test	19
	Number of people who sat for both tests	19
	% of participants who showed improvement	79%
	% of participants who did not show improvement	21%
	# People who showed improvement	15
	# People who showed no improvement	4
	Absentees on post-test	0

As shown in Figure 4.3, the average total pre-test score of ROS3 participants was 14.32 (out of 20 possible points), while the average total post-test score was 16.26, reflecting an overall increase in knowledge.

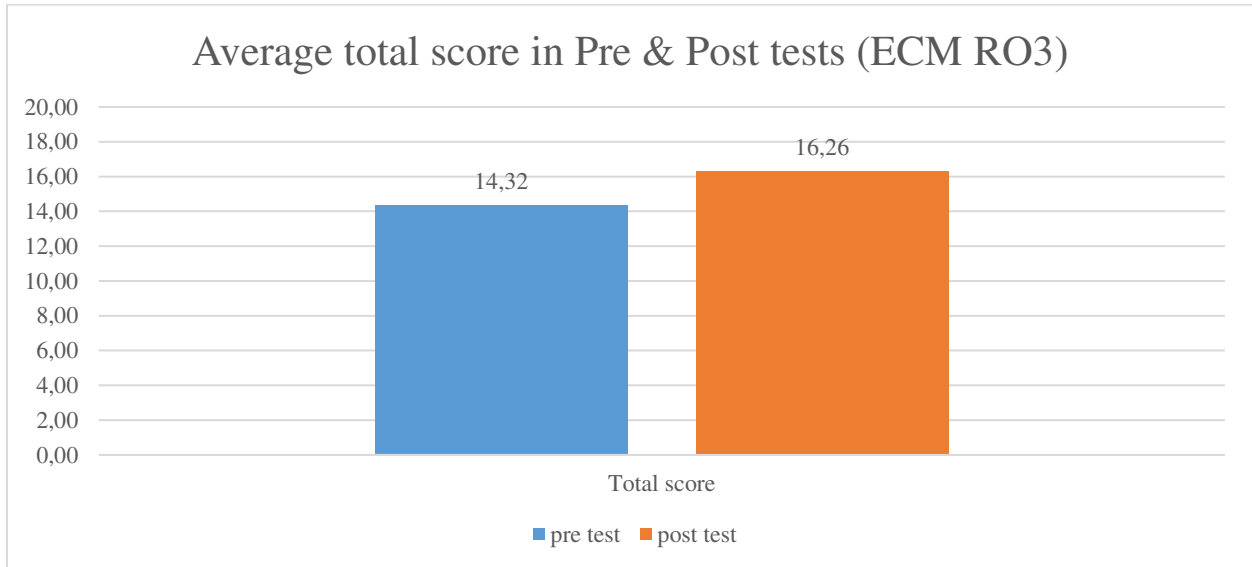


Figure 4.3 Total Average score in Pre and Post tests

Figure 5.3 shows the average pre- and post- scores for the group per test item.

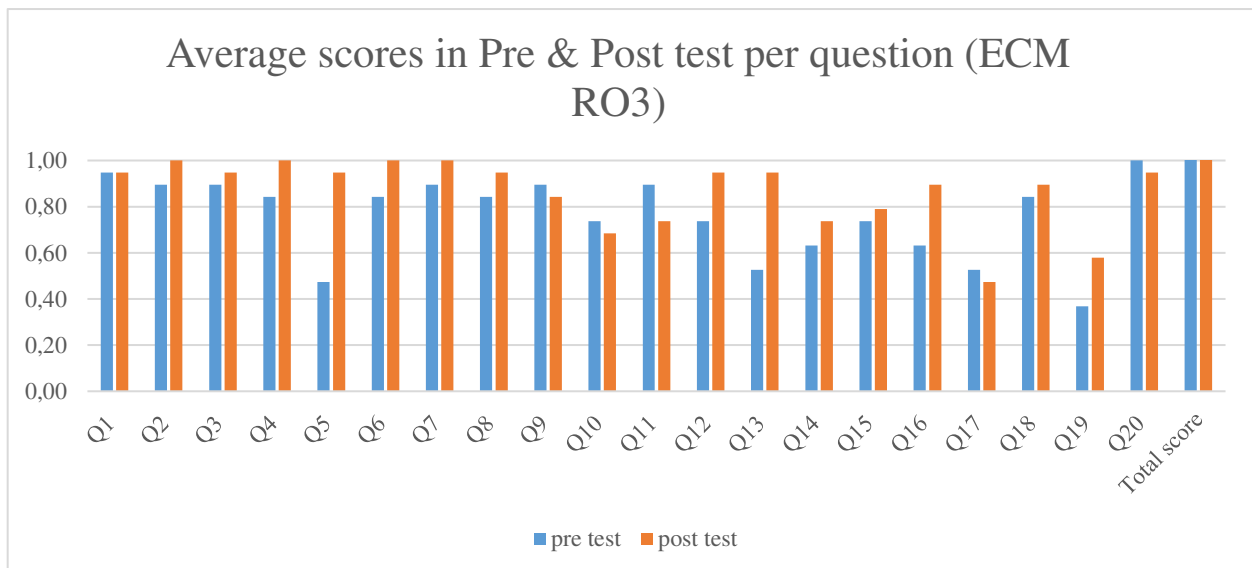


Figure 5.3. Average scores in pre/post-test per question in ECM Roll Out 3

ECM Training roll out 4:

Table 2.4 summarizes the results of the Pre/Post-tests of **ECM training roll out 4** trainees. 94% of participants in this roll out session demonstrated an improvement in knowledge.

Table 2.4 ECM roll out 4 pre/post-tests info summary

ECM RO session 4	Persons who sat for pre-test	18
	Persons who sat for post-test	18
	Number of people who sat for both tests	18
	% of participants who showed improvement	94%
	% of participants who did not show improvement	6%
	# People who showed improvement	17
	# People who showed no improvement	1
	Absentees on post-test	0

As shown in Figure 4.4, the average total pre-test score of ROS4 participants was 14.78 (out of 20 possible points), while the average total post-test score was 17.61, reflecting an overall increase in knowledge.

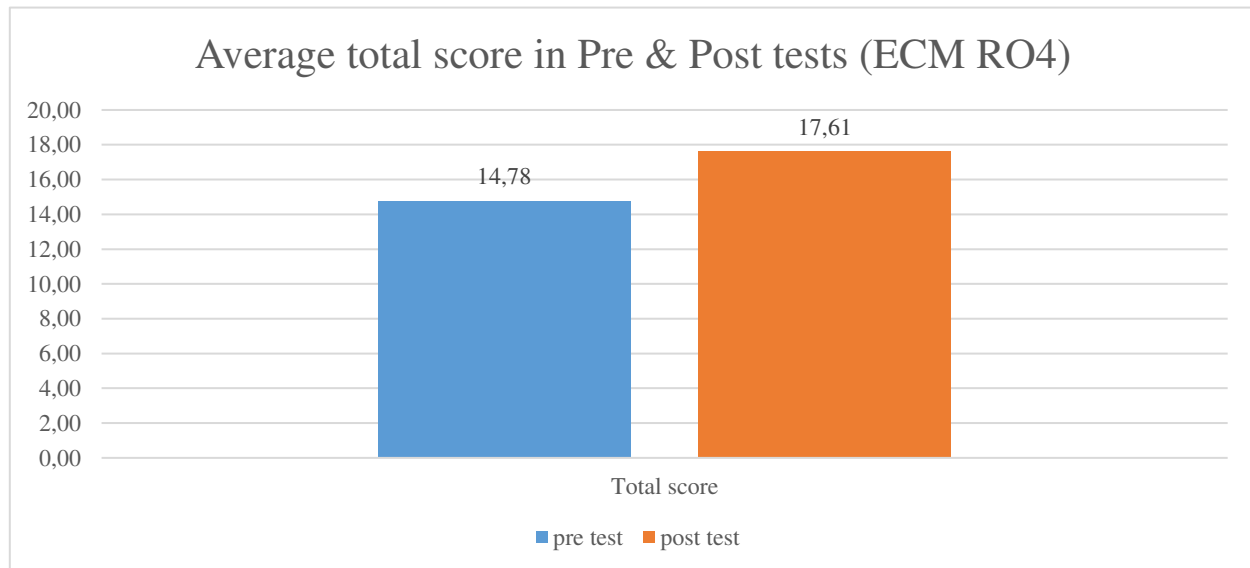


Figure 4.4 Total Average score in Pre and Post test

Figure 5.4 shows the average pre- and post- scores for the group per test item.

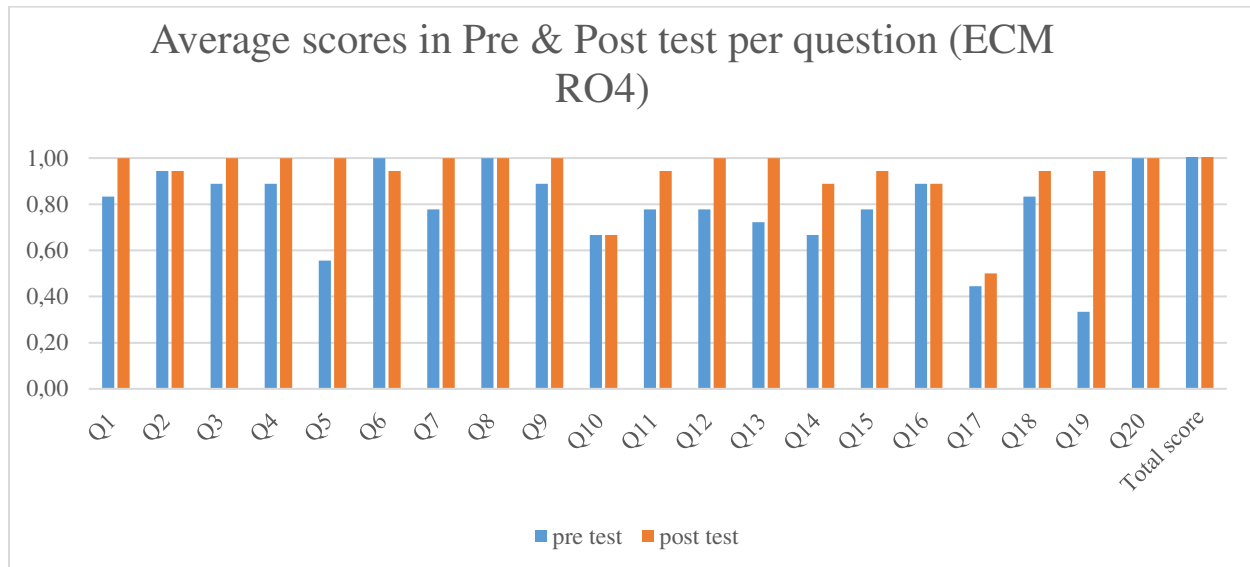


Figure 5.4. Average scores in pre/post-test per question in ECM Roll Out 4

ECM Training roll out 5:

Table 2.5 summarizes the results of the Pre/Post-tests of **ECM training roll out 5** trainees. 74% of participants in this roll out session demonstrated an improvement in knowledge.

Table 2.5 ECM roll out 5 pre/post-tests info summary

ECM RO session 5	Persons who sat for pre-test	19
	Persons who sat for post-test	19
	Number of people who sat for both tests	19
	% of participants who showed improvement	74%
	% of participants who did not show improvement	26%
	# People who showed improvement	14
	# People who showed no improvement	5
	Absentees on post-test	0

As shown in Figure 4.5, the average total pre-test score of ROS5 participants was 13.89 (out of 20 possible points), while the average total post-test score was 15.79, reflecting an overall increase in knowledge.

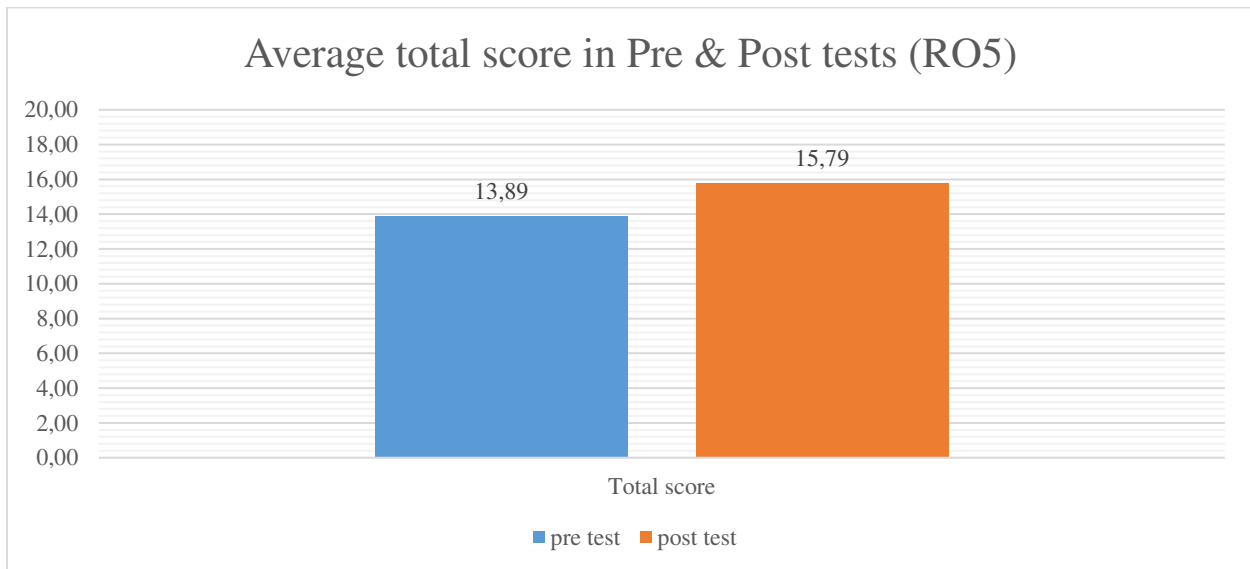


Figure 4.5 Total Average score in Pre and Post tests

Figure 5.5 shows the average pre- and post- scores for the group per test item.

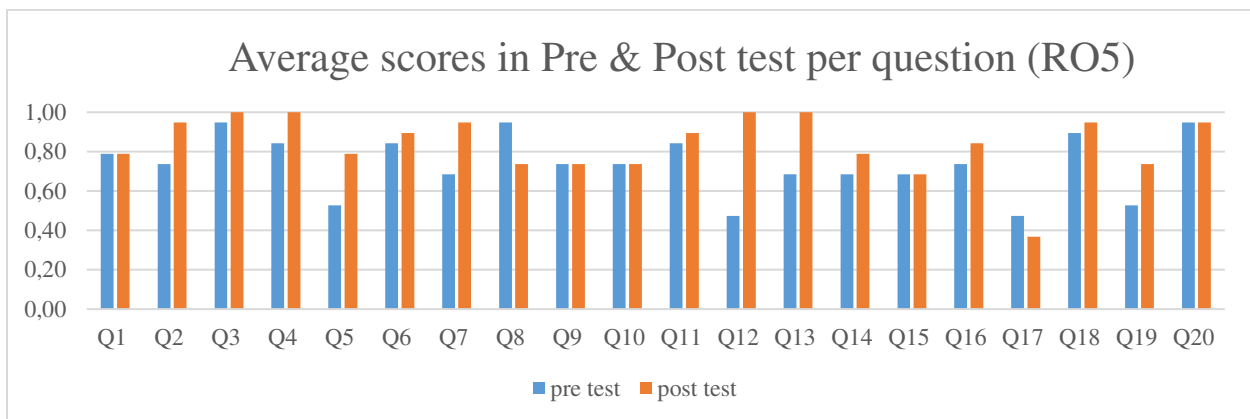


Figure 5.5 Average scores in pre/post-test per question in ECM Roll Out 5

ECM Training roll out 6:

Table 2.6 summarizes the results of the Pre/Post-tests of **ECM training roll out 6** trainees. 76% of participants in this roll out session demonstrated an improvement in knowledge.

Table 2.6 ECM roll out 6 pre/post-tests info summary

Persons who sat for pre-test	17
------------------------------	----

ECM RO session 6	Persons who sat for post-test	17
	Number of people who sat for both tests	17
	% of participants who showed improvement	76%
	% of participants who did not show improvement	24%
	# People who showed improvement	13
	# People who showed no improvement	4
	Absentees on post-test	0

As shown in Figure 4.6, the average total pre-test score of ROS6 participants was 13.35 (out of 20 possible points), while the average total post-test score was 15.79, reflecting an overall increase in knowledge.

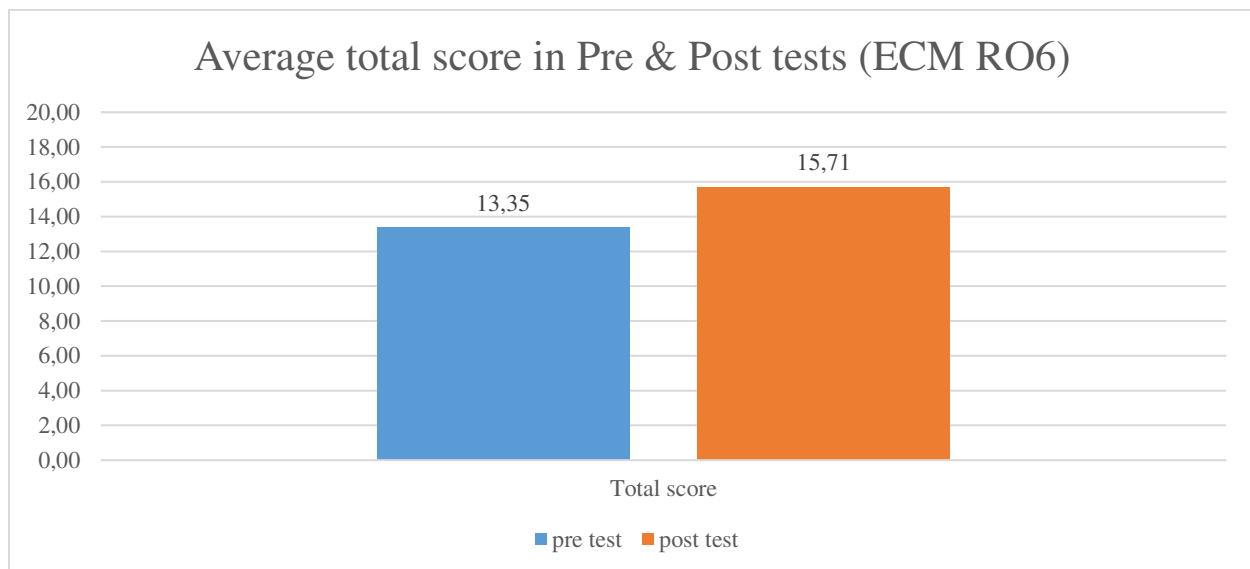


Figure 4.6 Total Average score in Pre and Post tests

Figure 5.6 shows the average pre- and post- scores for the group per test item.

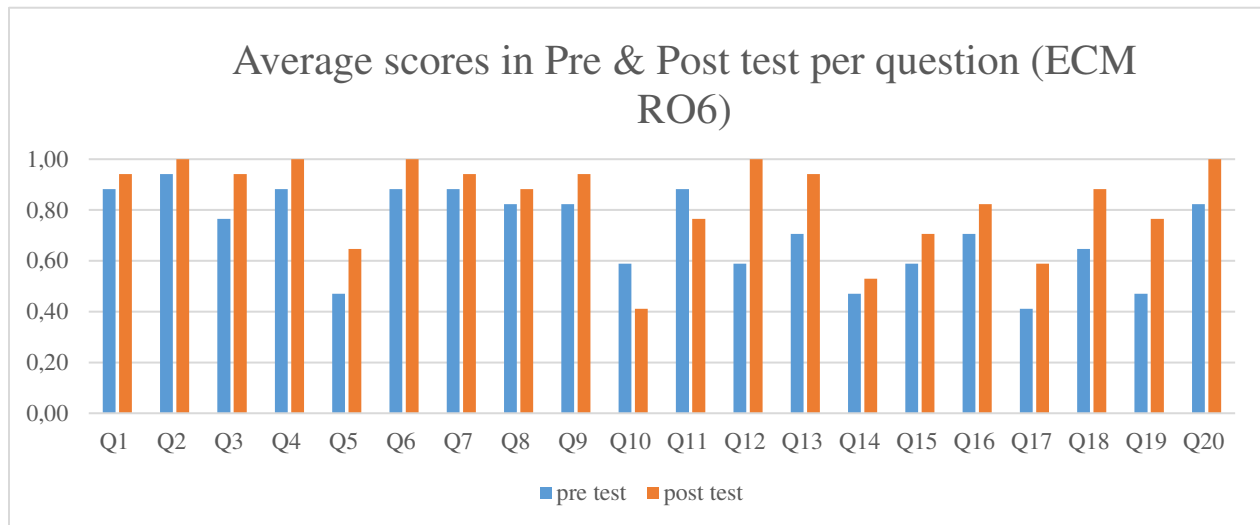


Figure 6.6. Average scores in pre/post-test per question in ECM Roll Out 6

ECM Training roll out 7:

Table 2.7 summarizes the results of the Pre/Post-tests of **ECM training roll out 7** trainees. 75% of participants in this roll out session demonstrated an improvement in knowledge.

Table 3.7 ECM Training Roll Out 7 pre/post-tests info summary

ECM RO session 7	Persons who sat for pre-test	20
	Persons who sat for post-test	20
	Number of people who sat for both tests	20
	% of participants who showed improvement	75%
	% of participants who did not show improvement	25%
	# People who showed improvement	15
	# People who showed no improvement	5
	Absentees on post-test	0

As shown in Figure 4.7, the average total pre-test score of ROS7 participants was 13.75 (out of 20 possible points), while the average total post-test score was 15.85, reflecting an overall increase in knowledge.

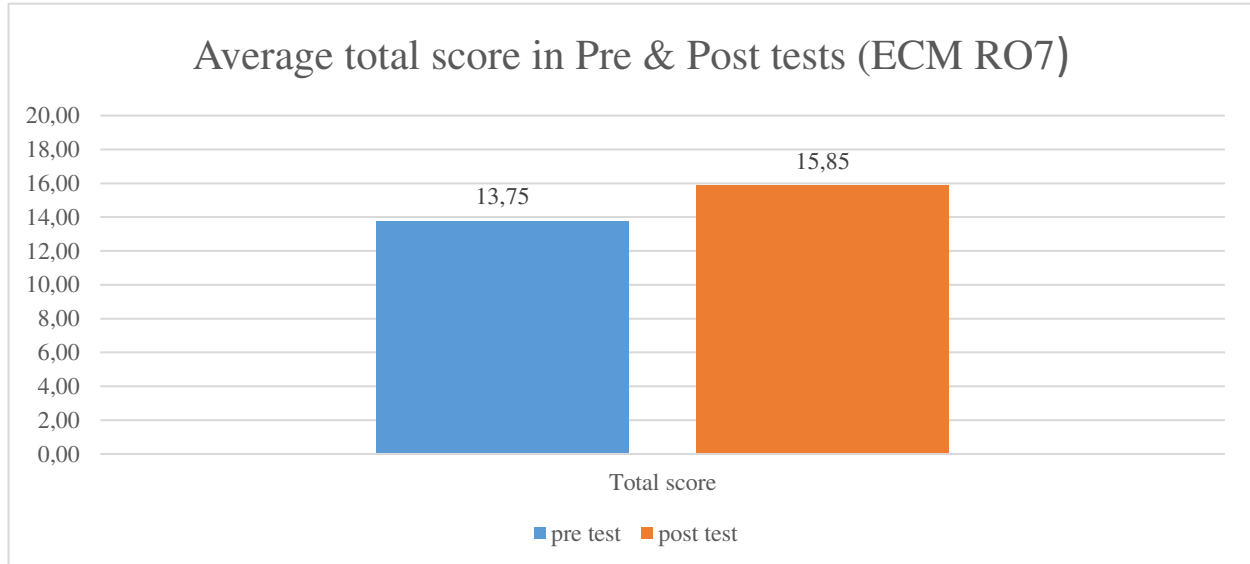


Figure 4.7. Total Average score in Pre and Post tests

Figure 5.7 shows the average pre- and post- scores for the group per test item.

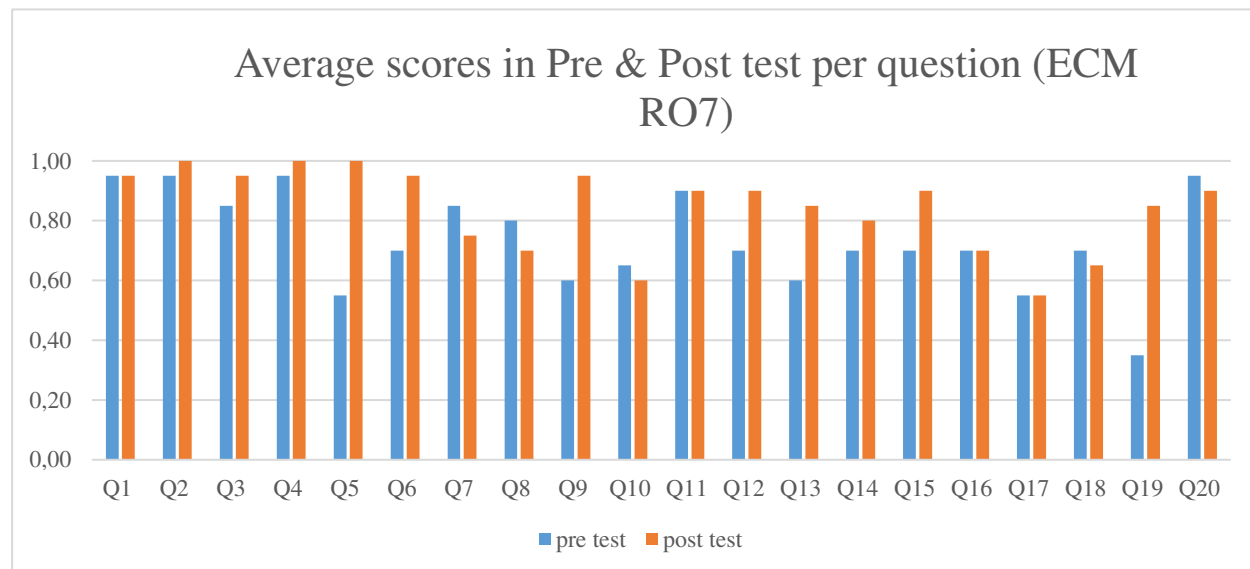


Figure 5.7. Average scores in pre/post-test per question in ECM Roll Out 7

ECM Training roll out 8:

Table 2.8 summarizes the results of the Pre/Post-tests of **ECM training roll out 8** trainees. 81% of participants in this roll out session demonstrated an improvement in knowledge.

Table 2.8 ECM roll out 8 pre/post-tests info summary

ECM RO session 8	Persons who sat for pre-test	19
	Persons who sat for post-test	16
	Number of people who sat for both tests	16
	% of participants who showed improvement	81%
	% of participants who did not show improvement	19%
	# People who showed improvement	13
	# People who showed no improvement	3
	Absentees on post-test	3

As shown in Figure 4.8, the average total pre-test score of ROS8 participants was 13.79 (out of 20 possible points), while the average total post-test score was 13.47, reflecting an overall increase in knowledge.

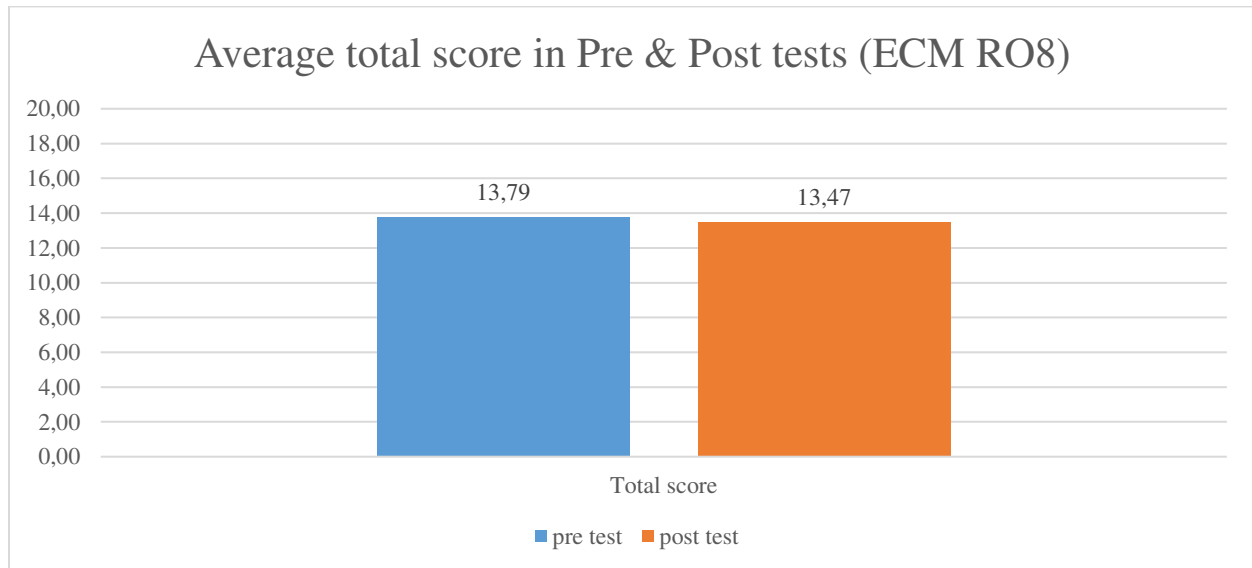


Figure 4.8 Total Average score in Pre and Post tests

Figure 5.8 shows the average pre- and post- scores for the group per test item.

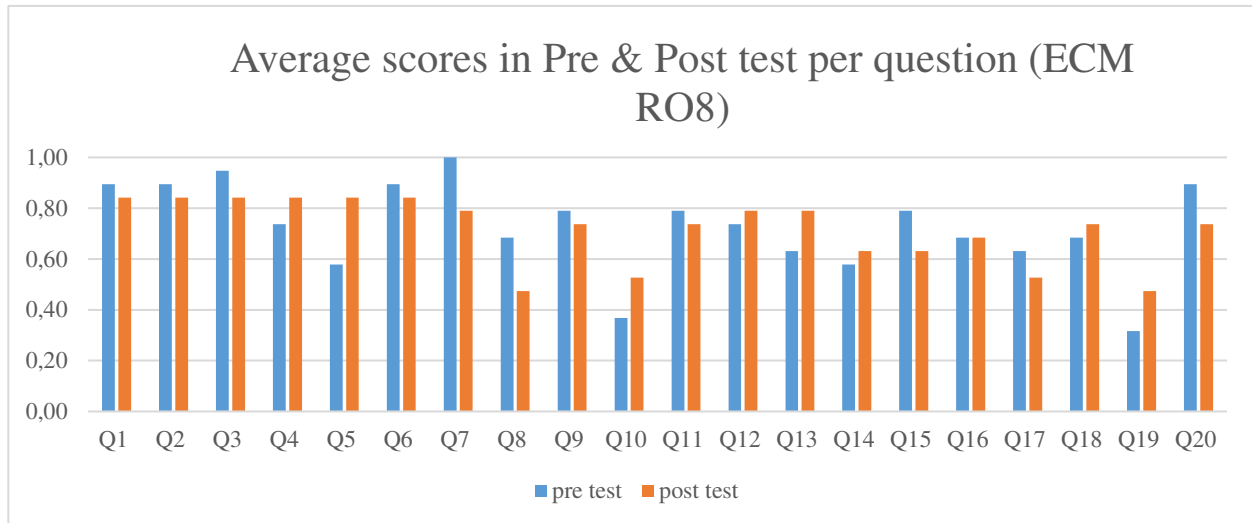


Figure 5.8. Average scores in pre/post-test per question in ECM Roll Out 8

ECM Training roll out 9:

Table 2.9 summarizes the results of the Pre/Post-tests of **ECM training roll out 9** trainees. 69% of participants in this roll out session demonstrated an improvement in knowledge.

Table 2.9 ECM roll out 9 pre/post-tests info summary

ECM RO session 9	Persons who sat for pre-test	16
	Persons who sat for post-test	16
	Number of people who sat for both tests	16
	% of participants who showed improvement	69%
	% of participants who did not show improvement	31%
	# People who showed improvement	11
	# People who showed no improvement	5
	Absentees on post-test	0

As shown in Figure 4.9, the average total pre-test score of ROS9 participants was 14.00 (out of 20 possible points), while the average total post-test score was 16.31, reflecting an overall increase in knowledge.

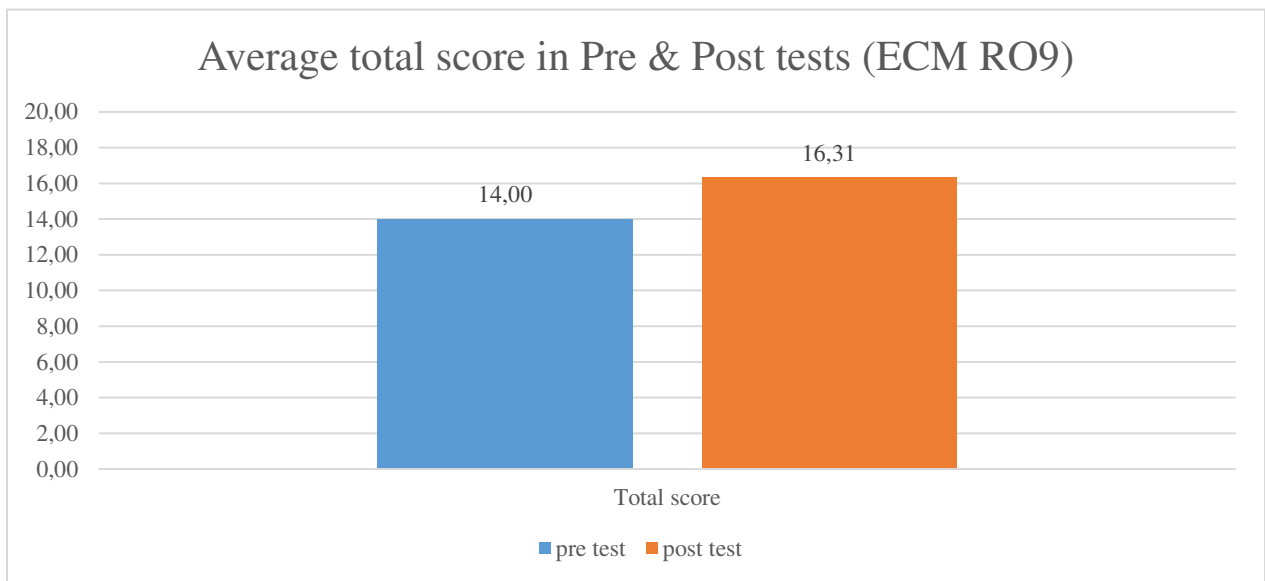


Figure 4.9 Total Average score in Pre and Post tests

Figure 5.9 shows the average pre- and post- scores for the group per test item.

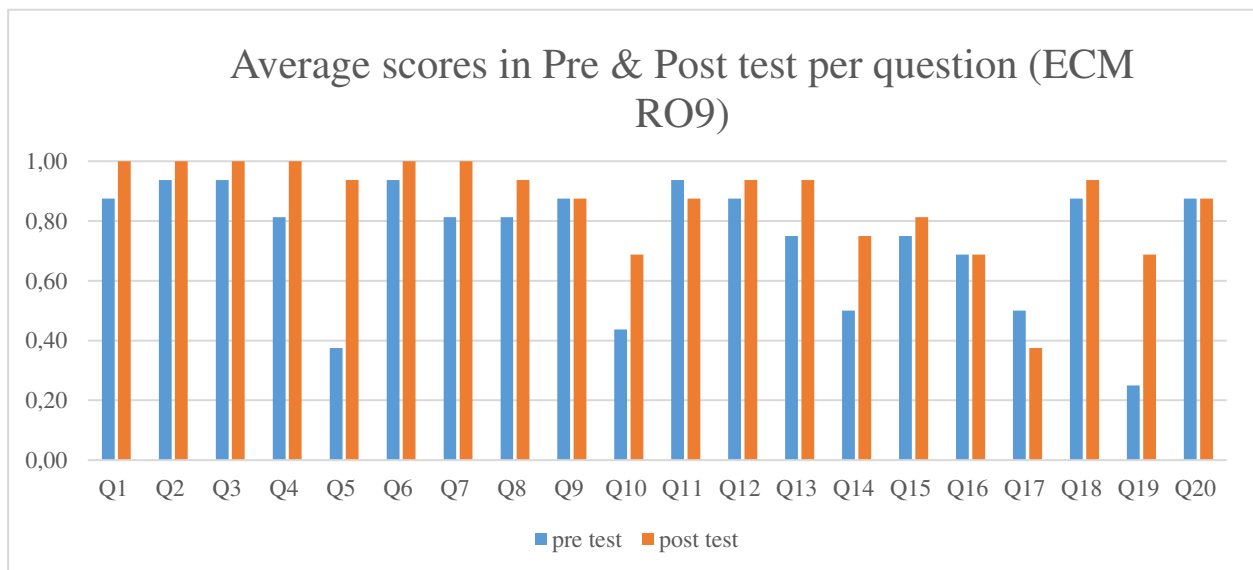


Figure 5.9. Average scores in pre/post-test per question in ECM Roll Out 9

ECM Training roll out 10:

Table 2.10 summarizes the results of the Pre/Post-tests of **ECM training roll out 10** trainees. 89% of participants in this roll out session demonstrated an improvement in knowledge.

Table 2.10 ECM roll out 10 pre/post-tests info summary

ECM RO session 10	Persons who sat for pre-test	19
	Persons who sat for post-test	19
	Number of people who sat for both tests	19
	% of participants who showed improvement	89%
	% of participants who did not show improvement	11%
	# People who showed improvement	17
	# People who showed no improvement	2
	Absentees on post-test	0

As shown in Figure 4.10, the average total pre-test score of ROS10 participants was 14.95 (out of 20 possible points), while the average total post-test score was 18.05, reflecting an overall increase in knowledge.

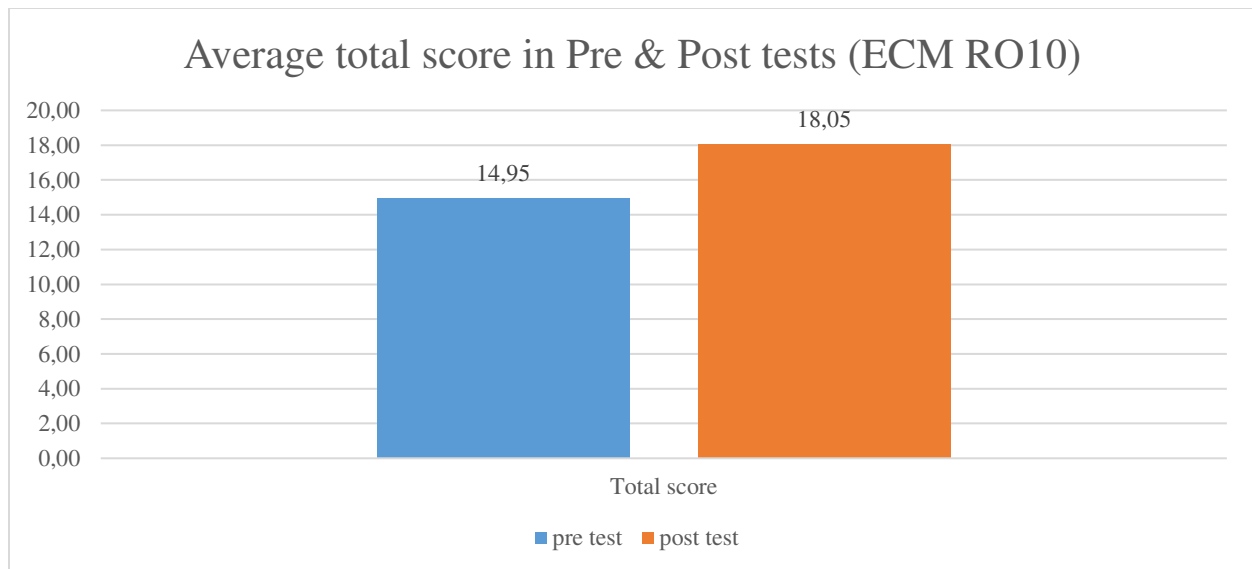


Figure 4.10 Total Average score in Pre and Post tests

Figure 5.10 shows the average pre- and post- scores for the group per test item.

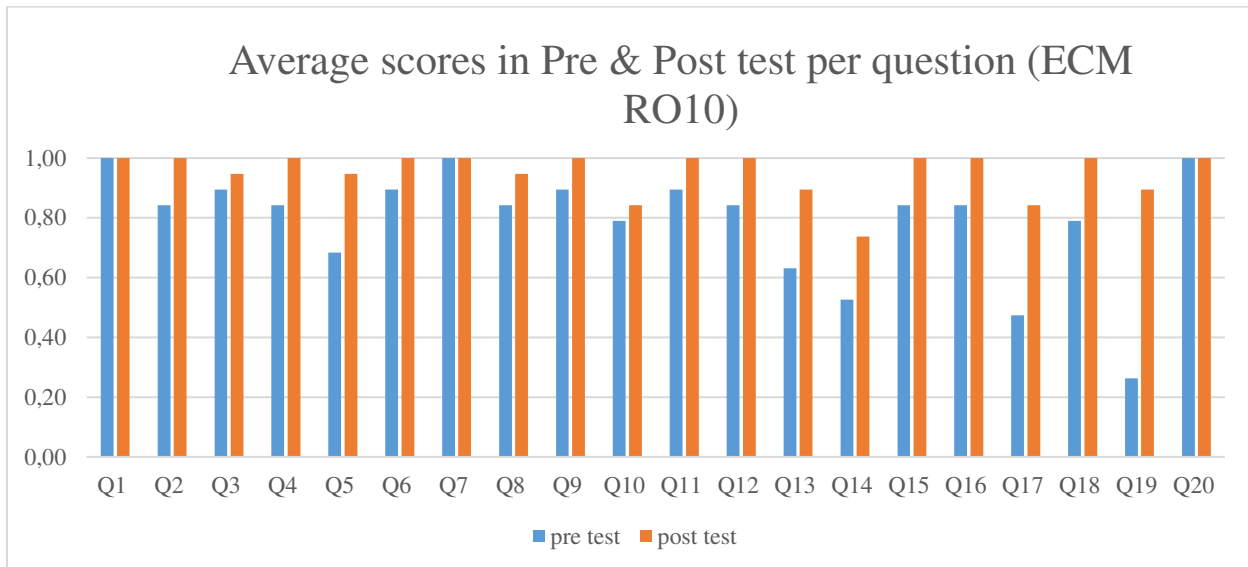


Figure 5.10 Average scores in pre/post-test per question in ECM Roll Out 10

ECM Training roll out 11:

Table 2.11 summarizes the results of the Pre/Post-tests of **ECM training roll out 11** trainees. 44% of participants in this roll out session demonstrated an improvement in knowledge.

Table 2.11 ECM roll out 11 pre/post-tests info summary

ECM RO session 11	Persons who sat for pre-test	18
	Persons who sat for post-test	18
	Number of people who sat for both tests	18
	% of participants who showed improvement	44%
	% of participants who did not show improvement	56%
	# People who showed improvement	8
	# People who showed no improvement	10
	Absentees on post-test	0

As shown in Figure 4.11, the average total pre-test score of ROS11 participants was 14.06 (out of 20 possible points), while the average total post-test score was 15.61, reflecting an overall increase in knowledge.

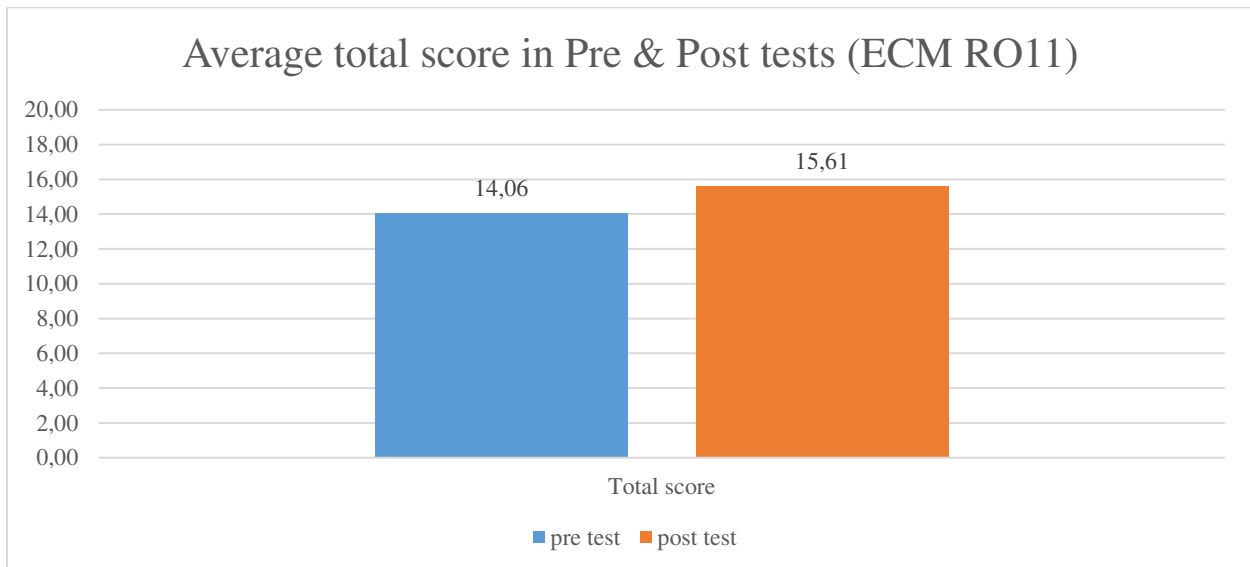


Figure 4.11 Total Average score in Pre and Post tests

Figure 5.11 shows the average pre- and post- scores for the group per test item.

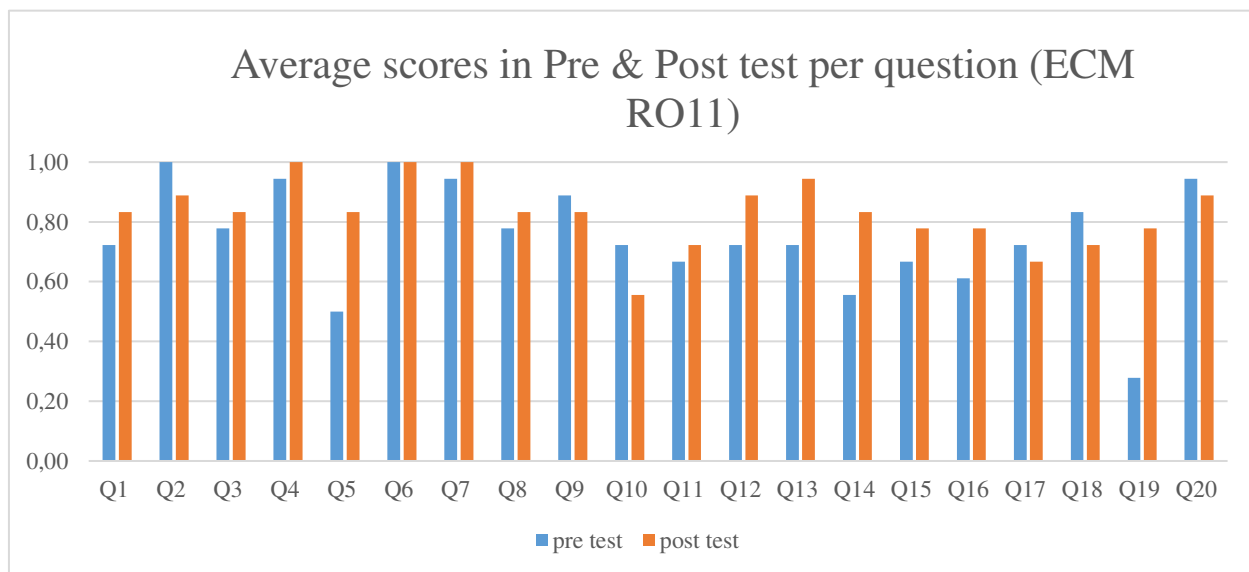


Figure 5.11 Average scores in pre/post-test per question in ECM Roll Out 11

ECM Training roll out 12:

Table 2.12 summarizes the results of the Pre/Post-tests of **ECM training roll out 12** trainees. 71% of participants in this roll out session demonstrated an improvement in knowledge.

Table 2.12 ECM roll out 12 pre/post-tests info summary

ECM RO session 12	Persons who sat for pre-test	19
	Persons who sat for post-test	17
	Number of people who sat for both tests	17
	% of participants who showed improvement	71%
	% of participants who did not show improvement	29%
	# People who showed improvement	12
	# People who showed no improvement	5
	Absentees on post-test	2

As shown in Figure 4.12, the average total pre-test score of ROS12 participants was 12.32 (out of 20 possible points), while the average total post-test score was 13.26, reflecting an overall increase in knowledge.

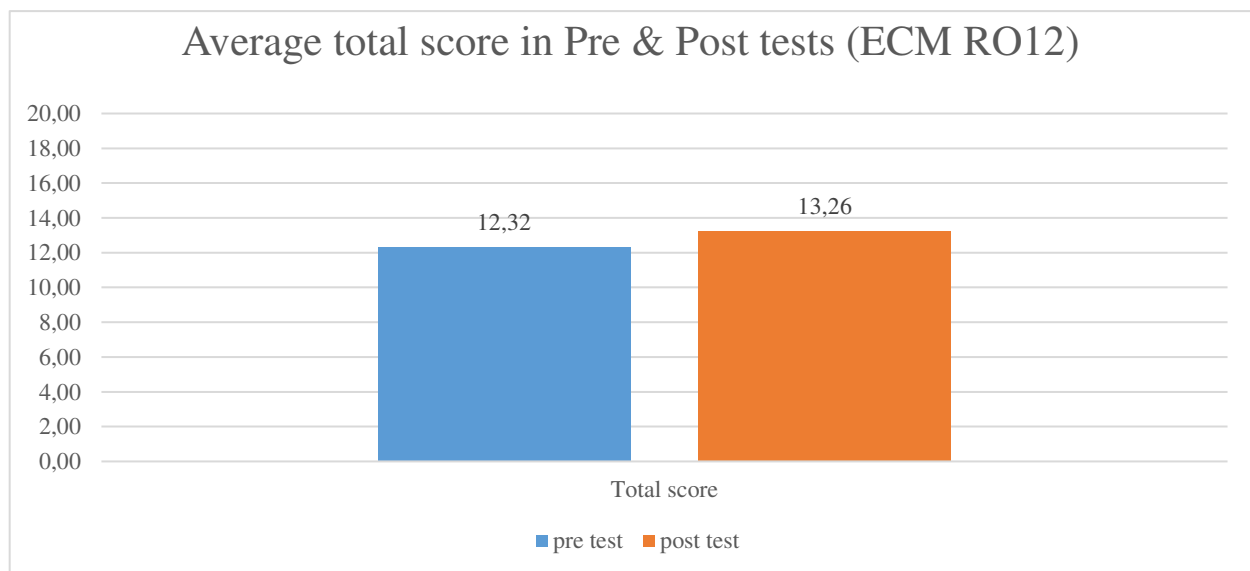


Figure 4.12 Total Average score in Pre and Post tests

Figure 5.12 shows the average pre- and post- scores for the group per test item.

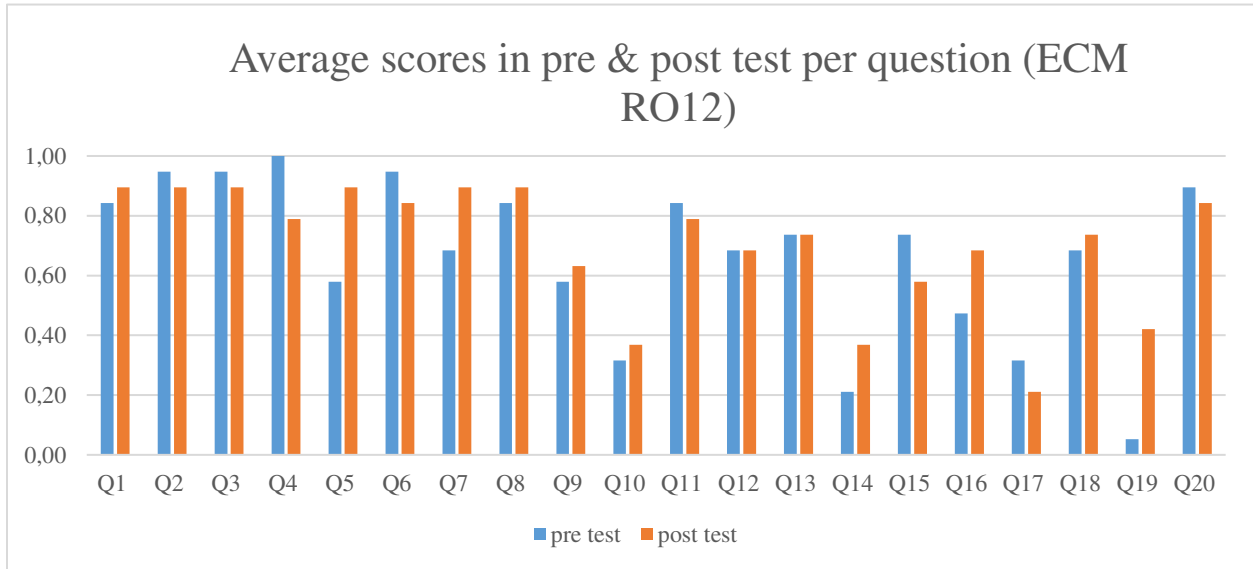


Figure 5.12. Average scores in pre/post-test per question in ECM Roll Out 12

4. ECM Training Roll Out Sessions Outcomes

4.1. Challenges

The challenges faced during the ECM Training Roll Out Sessions are listed below:

- English language: ECM material, presentations and Pre-Post tests were in English. Many participants raised this issue and preferred to have the material in Arabic. The trainers had to assist some participants and translate some questions to participants who had difficulty understanding the test.
- Venue: Several participants complained about the venues, its services, the quality of food and other environmental conditions (noise, cold, etc.). Venues criticised were: Zahle (Cadmous), Saida (Mouwasat) and Lancaster Tamar. Trainers were also not comfortable in these locations due to limitations related to implementing some components of the trainings which may ultimately have impacted training outcomes. However, the FPS logistical team confirmed that venue options were extremely limited. Nevertheless, efforts were made to provide participants with the best training experience.
- Duration of the training: The current ECM material needs more than one day to be delivered and explained to participants. The schedule was very condensed and did not allow enough time for discussion and experience sharing. Participants were very tired during the last part of the sessions.
- Participants highlighted the need to involve management teams of organizations in similar trainings, in addition to other colleagues such as receptionists, security guards, volunteers, as well as frontliners from other sectors (those working in WASH, bank employees, etc). This is strongly related to the current situation of civil unrest in the country that is affecting peoples' lives since the end of October 2019 and their reaction to the difficulties they are experiencing.
- The level of trainers was highly variable. Some of them were extremely knowledgeable and came prepared to the training sessions. Others were not prepared and lacked a lot of information. However, all trainers were provided with the necessary support and material prior to the training, having the organisation team available for anything they might need prior to the training.

4.2. Recommendations

The recommendations for future trainings are listed below:

1. Have the material available in Arabic.
2. Organize at least a one-day orientation session for managers and head of organizations to discuss organizational preparation to ensure appropriate crisis management and prevention.
3. Ensure large training rooms for future trainings.
4. Provide additional training for trainers or refresher sessions.

5. Select a better pool of trainers for the roll out sessions (perform a pilot for trainers and then select those with the highest evaluation scores).
6. Additional training days.

5. Conclusion

In summary, participants were very satisfied with the ECM roll out sessions. Many of them highlighted the relevance of the topic and how much it matches their current daily struggles. A substantial amount of important experiences were shared during the training. Overall, the training objectives were met, including the increase of knowledge regarding Emotional Crisis Management, as seen in the pre- and post-tests results.

At the end of each training, oral feedback from all participants was also gathered. These moments of feedback consisted mainly of positive feedback regarding the training, with some complaints about the use of English language instead of Arabic or the venue. Due to some language barriers, many trainers had to translate the pre- and post-tests questions to participants. Other participants had problems understanding some questions but they did not raise this issue until the end of the training. This might have affected the results of the pre- and post-tests.

Overall, the trainers who delivered a roll out session were very different in the way they implemented the sessions, with variable capabilities. Some of them came to the training very well prepared while others were preparing themselves during the breaks. Many times, the master trainer had to intervene during a session to clarify misunderstandings or to answer questions that the trainer could not handle. However, many of the participants emphasized the importance of the training, especially in the current context and some even requested trainings in their own organizations.

It is important to mention as well that the applicants for the roll out sessions reached a high number (570) for the first round, which translates the noticeable need for this topic. Due to this, FPS and NMHP agreed to four additional trainings, resulting in a total of 12 roll out sessions. For this second round, the candidates that were rejected in the first round had a second opportunity to apply (150 applied once again). The criteria for selection was the same as for the first round, prioritizing front liners.

Also, throughout the roll out session implementation, the need to evaluate the trainers separately rose in prominence as some of the participants desired to evaluate each trainer on an individual basis (individual trainer evaluations began in roll out session 7).

6. Annexes

Annex 1: Agenda of the Roll out session

Emotional Crisis Management – Roll out sessions Agenda

8:30 - 8:45	Registration & Coffee
8:45 – 9:45	Session I: Opening Session <ul style="list-style-type: none"> - Welcome statement - General introduction about the training - Pre-test - Icebreaker - Ground rules - Expectations
9:45 – 10:45	Session II: Background about emotional crisis
10:45 – 11:15	Coffee Break
11:15 – 12:45	Session III: Preparation for emotional crisis management
12:45 - 13:30	Session IV: Crisis management
13:30 – 14:15	Lunch Break
14:15 – 15:00	Session IV: Crisis management
15:00 – 15:30	Session V: After the crisis incident
15:45 – 16:30	Recap & evaluation & post-test

Annex 2: Attended Participant Details

ECM Roll out 1

ECM Roll Out Sessions (1)
Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

اسم المدرب: Pamela Sayegh
المكان: Lancaster
المنطقة: Beirut
التاريخ: 6 Feb 2020

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	روى عيسى	34	انثى	Care worker Coastal	Lebanese	71331390	
2	Christelle Feofan	27	Female	Social worker Canada	Lebanese	70-796995	
3	Eliane Krim	27	Female	Administrative Reciprocity - Beirut	Lebanese	79-136294	
4	Jamil Alhuhini	32	male	Philat museum	Lebanese	76-830198	
5	عهد علي قزالي	26	Female	Registered Nurse	Lebanese	03-78-66-14	
6	كرم كيناني	43	Male	Program officer	لبناني	03287605	
7	امدى رنا النجيج	27	Female	Employment program	Lebanese	70-201503	
8	Rasha Al Moubarak	23	Female	social worker Beirut	Lebanese	76994104	
9	Aya Itani	22	Female	social worker Beirut	Lebanese	76748520	
10	Dikra Al-Haritan	24	Male	social worker Beirut	Lebanese	71-687515	
11	Jornia Egham	32	Female	Case manager	Lebanese	70-847366	
12	Joanna Bou fayzal	27	Female	Case manager du Monastir	Lebanese	70-144509	
13	Alaa Saad	25	F	F.P.S	Lebanese	70/628140	
14	Mawa Yehia	23	F	CARE International	Lebanese	76-828740	
15	Hia Chalhoub	24	F	Senior facilitator	Lebanese	70-340427	
	Somden Hajj	35	F	Trainer	Lebanese	03-570312	
	Pamela Sayegh	39	F	Trainer	Lebanese	76-172663	
	Fadi Hamdi	36	M	Trainer	Lebanese		
	Shaymaa Al-Khatib	36	F	M&E manager	Lebanese		

Social Promotion Foundation in collaboration with the National mental health Programme and funded by the European Union.

اسم المدرب: Pamela Sayegh
المكان: Lancaster
المنطقة: Beirut
التاريخ: 6 Feb 2020

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
16	Olivera K Reich	26	F	GBV Coordinator	Lebanese	76929933	
17	Sarah Dardari	26	F	Social officer Concern Women	Lebanese	70 045026	
18	Zahaa Hamoud	23	F	Assistant medico-social Beirut - Bnaya	Lebanese	30/569504	
19	Fatima Fatih	29	F	Psychologist	Lebanese	70-921665	
20	Sarah Derrac	29	F	Social officer Dorcas Huda	Lebanese	71/213994	
21	Ayat Awdeh	31	F	Case manager	لبناني	03/967206	
22	لين وليد خيام	29	انثى	Case manager	لبناني	71-864251	
23	Diala El Hajj	33	F	Psychologist/case manager	Jordanian	03-619382	
8.	Lady Haik	32	F	Case manager	Lebanese	70-201503	
9	Fatima Al-Haritan	24	F	social worker	Lebanese	76994104	
10	Aya Itani	22	F	social worker	Lebanese	76748520	
11	Dikra Al-Haritan	24	M	social worker	Lebanese	71-687515	
12	Jornia Egham	32	F	Case manager	Lebanese	70-847366	
13	Joanna Bou fayzal	27	F	Case manager	Lebanese	70-144509	
14	Mawa Yehia	23	F	CARE International	Lebanese	76-828740	
15	Hia Chalhoub	24	F	Senior facilitator	Lebanese	70-340427	
	Kareem Nasr	23	Male	Makhsami foundation SGBV Case manager	Lebanese	71031527	

ECM Roll out 2

ECM ROLL OUT SESSIONS (1)

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

التاريخ: 7- 2- 20 20 المنطقة: Nazmich المكان: Lamsatba Hotel اسم المدرب: Proiners } Nadhine Ali

LUP ID

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	Firas Hamile	35	Male	PSS Trainer	Lebanese	71212455	[Signature]
2	Walaa Abed Al Hady	28	Female	CP/Care worker	Palestinian (PRL)	71268313	[Signature]
3	Jay El Helou	24	Female	CTO/H.H.P. worker	Lebanese	70094077	[Signature]
4	Fatima Naffar	24	Female	Psychologist	"	77813888	[Signature]
5	Shoza Zuheddine	26	Female	Care worker/Caregiver	Lebanese	78116575	[Signature]
6	Abis Raghda	23	Female	Receptionist/CP	Lebanese	71/426437	[Signature]
7	Narim Mansour	25	Female	social worker/CP	Lebanese	76/169719	[Signature]
8	Kinana Rashad	20	Female	HIV Trainer	Lebanese	03/521822	[Signature]
9	Sarah Juhayeb	1991 (22)	Female	Neuro-psychology social worker/CP	Leb	70/945153	[Signature]
10	Nahida Saib	41	Female	Amel	Leb	03/900495	[Signature]
11	Toumoro Khoury	45	Female	Caritas worker	Lebanese	75016949	[Signature]
12	Farjam Al Saba	28	Female	Care Management	Syrian	71213552	[Signature]
13	Linda Al-Hadadi	38	Female	CP/CPA (JUNEP) Case Manager/Trainer	Lebanese	03/575005	[Signature]
14	Sally Salem	33	F	JRAP/HAC	Syrian	76/142254	[Signature]
15	Iman El Ali	28	Female	Education Coordinator Save the Children	Lebanese	71/409104	[Signature]

ECM ROLL OUT SESSIONS (2)

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

التاريخ: 7- 2- 20 المنطقة: Nazmich المكان: Lamsatba Hotel اسم المدرب: Proiners } Nadhine Ali

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
16	Rita Zuhair	35	F	Psychologist/HAC	Lebanese	03-582073	[Signature]
17	Sara Saad	34	F	Protect. coord / SSW	Lebanese	70-793163	[Signature]
18	Eliane Saouma	22	F	JMC/Mental Health	Lebanese	71-869550	[Signature]
19	Loyal Hourze	30	F	Case Manager NMHP/E-helper	Lebanese	03/837496	[Signature]
20	Rita Hadda	32	F	Care worker/CP	Lebanese	76/430608	[Signature]
21	Sandra Najaf	35	F	Trainer	Lebanese	03/570312	[Signature]
22	Nadine Hady	28	F	Trainer	Leb	76.600708	[Signature]
23	Ala Karar	25	M	Trainer	Leb	03/673149	[Signature]
24	Marwa Al Masri	25	F	H4N Associate UNICEF	Leb	03/871723	[Signature]
25	Mohamed Nemeh	32	M	Save the Children	Leb	81/844192	[Signature]
26	Shaymaa Al-Khatib			FPS Male manager			[Signature]
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ECM roll out 3:

ECM Roll Out Sessions ③

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

التاريخ: 11/2/20 المنطقة: Nazmich المكان: Lancaster اسم المدرب: Rania + Aida + Ahmad

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	SAMYAH AWADA	34	F	Business Management Officer (NMAEP)	Lebanese	712 701 58	
2	Jiana Tabbara	25	F	Public health officer (NMHP)	Lebanese	03-162807	
2	Celine Jasmine	27	F	Social Worker, Patient Center	Lebanese	70-806820	
4	Reuba Nahas	31	F	Prevention Program Coordinator	Lebanese	03 621073	
5	Eliabe Accaroni	55	F	CP team leader	Lebanese	03 924888	
6	Rim Nehme	23	F	Educator	Lebanese	78-827881	
7	Hiba Itani	41	F	Midwife, MSE	Lebanese	81-912718	
8	Mina AlKhouf	53	F	Caritas	Lebanese	70 064585	
9	Sandra Najjar	35	F	Trainer	Lebanese	03 570312	
10	Aida Karakfi	25	F	Trainer/ Biologist	Lebanese	70/964402	
11	Ahmad Garea	29	M	Trainer	Qat	76-65831	
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ECM Roll Out Sessions

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

التاريخ: 11/2/20 المنطقة: Nazmich المكان: Lancaster Hotel اسم المدرب: Rania + Aida + Ahmad

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	ديانا حسان	44	Female	Acted/protection to P/clin	لبنانية	71/300843	
2	سوزان قاسم	28	Female	Association Najjar	Palestinian	70871420	
3	نادية حيدر	37	Female	Najjar/psyl	Lebanese	03/778063	
4	نادية صبره	36	Female	Project manager PSS team leader	Lebanese	71/294037	
5	عاطف الزياتي	27	male	COM	Lebanese	71/318579	
6	رنا زينك	23	Female	mental health care manager IHC	Lebanese	71/298419	
7	دنيا العفالق	27	Female	CHOFFICE - Save the Children	Lebanese	71-137260	
8	ولاء زانين	38	M	Team lead dept TDDH - Italy	Lebanese	70-783210	
9	Yvette Fakas	35	F	UNHCR/PHU	Leb.	71257212	
10	Noua Rakoui	31	F	UNWFP/FYIA	Leb	761320676	
11	Rouba Ajzi	36	F	Project Assistant/Caritas	Lebanese	03/689211	
12	Rania Zatar	46	F	Head of PCMB President Director	Lebanese	03/944170	
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ECM roll out 4:

ECM Roll Out Sessions (4)

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

- 1) Sara Amhaz
2) Norma Kebbe
3) Rabi
- التاريخ: 12/2/20 المنطقة: Hazmieh المكان: damasfor Tamar اسم المعرب:

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	صحرى صفاق	32	M	SFGC - Psychiatrist	Lebanese	70/998408	[Signature]
2	ليال علي نصره	31	F	Psychologist	Lebanese	70/968225	[Signature]
3	فايسا خيتار	25	F	IHC - HH case manager	Lebanese	70009091	[Signature]
4	Basmaah Nahrassani	39	F	Islamic Relief	Lebanese	81314013	[Signature]
5	Eliane Fadi	28	F	Cooperator	Lebanese	71766556	[Signature]
6	Rouba Yagbeck	30	F	Humanity and Inclusion	Lebanese	71-358431	[Signature]
7	Rabab Taha	27	F	Casitas Lebanon	Lebanese	03-934283	[Signature]
8	Tameem Alqaed	35	M	social worker/IRS	Syria	71997513	[Signature]
9	[Signature]	26	M	Social worker/IRS	[Signature]	78/985230	[Signature]
10	Sara Hmaidan	25	F	Social Worker	Lebanese	70/639403	[Signature]
11	Parvaneh Haid	43	F	Psychiatrist	Lebanese	03-826985	[Signature]
12	Nora Fawad	24	F	MAHA - Psychologist	Lebanese	76-055615	[Signature]
13	Imani Franklin	29	F	IRAP - lawyer	American	76951490	[Signature]
14	Rasha Moaziz	32	F	Educator - movement	Lebanese	03/928843	[Signature]
15	Hiba Shihab	23	F	Case worker - Terre des hommes	Lebanese	76-769680	[Signature]

ECM Roll Out Sessions (4)

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

- Sara Amhaz
Norma Kebbe
Rabi
- التاريخ: 12/2/20 المنطقة: Hazmieh المكان: damasfor Tamar اسم المعرب:

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	Serene Chahed	26	Female	IAC	Lebanese	71/3550582	[Signature]
2	PHILIPPE BOUTERHI	30	MALE	AVSI	LEBANESE	70828330	[Signature]
3	Nicole Keads	27	Female	Case Ent-	LEBANESE	03/178714	[Signature]
4	Nirvana Kebbe	50	F	Cooperator	Lebanese	70-523501	[Signature]
5	Sara Amhaz	30	F	High Zoum Foundation - IRAP	Lebanese	70910398	[Signature]
6	Sanchar Mujal	35	F	Psychologist	Lebanese	03/57312	[Signature]
7	Rabi Amhaz	39	M	PTM	Palestinian	70330768	[Signature]
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ECM roll out 5:

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

التاريخ: 13 Feb 2020 المنطقة: Tripoli المكان: Lamunia Hotel اسم المدرب:

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	نجاح عبد	26	Female	CE-MSF	Lebanese	71/375793	Wathal
2	ليسانة عبد الرزاق	37	Female	علاوة أيضا على بيت ابيال العود	palestinian	71/332572	Saba
3	ساجدة كريمة	33	Female	URDA	Lebanese	81/990426	Amal
4	آلاء السيد	28	Female	RSW-TMC	palestiniene	70/396923	
5	وردة ام	29	Female	Relief Intern	Lebanese	71/359255	Wafiq
6	نعيم يوسف	37	Male	Case Manager	Lebanese	76/57139	Wafiq
7	Siba Bizzi	36	female	Co-worker	Leb	03/178161	Amal
8	Rana Malouk	42	Female	Case Management	Lebanese / Sc	03/125603	Rana
9	Fawaz EL-Bassam	41	Male	Program officer	Palestinian	70-677759	Wafiq
10	Layla Chalhoub	29	Female	Education	Lebanese	03002502	Wafiq
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ECM Roll Out Sessions

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

التاريخ: 13 Feb 2020 المنطقة: Tripoli المكان: Lamunia Hotel اسم المدرب: Amelle Jeanne Marie

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	ميران سامح	50	F	MHPSS field officer IERC	Leb	81-314793	Amal
2	سليمان! سماعيل	24	F	CPCH	Leb	40-407375	Amal
3	Carla Hamsi	23	F	Stewia facilitator himaya	Leb	76-424110	Carla
4	Myniam Rashak	23	F	Care International health care worker	Leb	21-930223	Amal
5	Firas Khawaled	29	M	Mercy USA	Palestinian	81-277724	Amal
6	Judy Housami	26	F	Lebanese Red Cross	Leb	7-221623	Amal
7	Sally finge	29	F	Restact	Leb	71878766	Amal
8	M:30 Nass	27	F	MSH	Leb	03103247	Amal
9	Paula Beteri	32	F	Case worker Coordinator	Leb	70511582	Amal
10	Anaëlle Saadik	29	F	MSF Switzerland	Leb	70335535	Amal
11	Marie Absid Akh	34	F	Restact/psychology	Lebanese	03450454	Amal
12	Samaha Hajaj	35	F	Trainer	Lebanese	03-570312	Amal
13	Jeanne Marie	45	F	Trainer	Lebanese	03-406388	Amal
14	Jason Etteved						Amal
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ECM roll out 6:

ECM Roll Out Sessions

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

Mostapha
Nona
Nawim

التاريخ: 17/2/20 المنطقة: Saïda المكان: Al Naasar اسم المدرب:

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	منى قصب	31	F	معلمة اختصاصية بدمية NRC	لبنانية	03798360	
2	تول عويس	23	F	معلمة اختصاصية بدمية NRC	لبنانية	76672540	
3	فهد عبد الله	27	F	معلمة اختصاصية بدمية NRC	لبنانية	76-713040	
4	سنان الخطيب	37	F	معلمة اختصاصية بدمية NRC	لبنانية	71.680818	D.K.S
5	حسين حبار	26	M	معلمة اختصاصية بدمية NRC	لبنانية	03-518336	
6	مياء وهاب	23	F	Social worker Blue mission	لبنانية	76557680	
7	سمر أبو خنفر	28	F	Social worker Social worker	لبنانية	71/723845	
8	آلاء الكاح موسى	28	F	Environment Protection	لبنانية	70893478	
9	وليام عبده	27	M	Alkhan Assant Hange	لبنانية	71-317055	
10	هبة أبو قنبر	30	Female	Peering Social worker T.M.C	Lebanese	71.163.158	
11	عرب رباع	54	F	UNIFIL	أردنية	70.611973	
12	منى عاصم	41	F	Teacher	لبنانية	16.166562	
13	ضياء إبراهيم	39	F	Psychologist	Palestinian	70/824513	
14	إيهاب محمد الخ	29	M	PSS-IOM	لبناني	71-141416	
15	ايه جيهن الرزق	33	F	Caritas	لبنانية	03/002161	

ECM Roll Out Sessions

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

Nona
Nawim
Mostapha

التاريخ: 17/2/20 المنطقة: Saïda المكان: Al Naasar اسم المدرب:

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	منى وليا	38	F	MH Nurse	Leb	71/171760	
2	Mostafa Rkeir	29	M	NSV/SSH	Leb	70/697466	
3	Nawim Hassan	45	F	ISF supervisor	Leb	71/151733	
4	Ilhiam Jamal	39	F	T.M.C. C.H.S	Leb	03/093521	
5	Amal	31	F	Amal/Psychologist	Leb	71/465293	
6	Amal	22	F	PT	PT		
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ECM
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ECM roll out 7

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

التاريخ: 18 Feb 2020 المنطقة: زحلة المكان: Cadmus اسم المدرب:

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	كريتل مدني	35	أنثى	Psychologist ICRC	لبنانية	79318052	
2	آلاء زيتون	20	أنثى	Social Worker URS	لبنانية	71343671	
3	نارمجة لهوريا	27	"	Social Worker world vision	"	76572665	
4	ألاء أبو عجلان	44	"	Case Worker Interiors	لبنانية	03/091101	
5	خلود عباس	26	F	PSS officer-Medar	فلسطينية	70-460248	
6	مائل مرجعي	26	ذكر	Solidarity Foundation	لبنانية	76-704643	
7	هنا عيسى	33	ذكر	MSF	لبنانية	03-171890	
8	هبة الزبال	29	أنثى	HPSS Case Manager (IHC)	لبنانية	81-309915	
9	نداء زبيد	22	أنثى	MDSF Social	لبنانية	76-075619	
10	مريم حجة لطيف	29	أنثى	himaya/ Training	سورية	76-104116	
11	سحر الزهر	27	أنثى	R. officer / HI	لبنانية	76448631	
12	لورا كطيب	28	F	Snr. Repatriation Ass. UNHCR	لبنانية	71-184466	
13	هدايا كزالي	23	F	Psychological Counsellor UNHCR (HI)	لبنانية	79-139828	
14	أميمة السلطان	32	F	Area Monitor (ICRC)	لبنانية	03-951256	
15	آلاء الحلاوة	28	F	NAFA Field Coordinator	سورية	76-717668	

ECM Roll Out Sessions

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

التاريخ: 18 Feb 2020 المنطقة: زحلة المكان: Cadmus اسم المدرب:


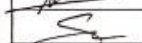
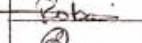
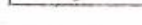

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	روان زبدان	22	أنثى	فنانة مرافقة لحماية URPB	مسيونية	78902068	
2	Lynn Khazael	22	أنثى	Senior Social Worker CLDH	لبنانية	79176254	
3	Ahmed Boufaily	26	أنثى	Protection officer	لبنانية	76 002026	
4	Kholoud Samad	33	أنثى	Case Worker IRC	لبنانية	76957566	
5	Hanna Abu Diwan	35	F	Community Health Promoter	لبنانية	03/012140	
6	Samaha Kazi	35	F	Trainer	لبنانية	03-520312	
7	Ahmed Wazir	27	F				
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ECM roll out 8

ECM Roll Out Sessions

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

التاريخ: 19/2/20 المنطقة: Bekaa المكان: Cochnus اسم المدرب: Ghada Nidal

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	Stephanie	29	F	Case Manager AVSI	لبنانية	70-722948	
2	دعاء عيسى	28	F	Midwife Naama	لبنانية	46-058259	
3	فاطمة عثمان	29	F	ITC / SCH	Leb	71/577453	
4	فضل وارث	33	M	Sawa	S	41-682623	
5	سليمان عبد الربى	28	F	MSF - OCP	Lebanese	71-464902	
6	ليا شبيب	28	F	UNHCR. SPA	Lebanese	70 165402	
7	ندى ركبي	55	F	Indivision Dip	Lebanese	23-946373	
8	زين قسيس	27	M	Social worker / Kaydas Community	Lebanese	70/059929	
9	Rania Mhanna	30	F	MDM - Outreach Supervisor	LB	70126227	
10	Tarek Bitar	35	M	CHP. MTI	Syrian	76625410	
11	كالد عيش		M	Coop. worker RDP	لبناني	70759117	
12	Racha Fouani	35	F	Senior CM Officer - IBC	Lebanese	70-879766	
13	Roba Abou Yassine	29	F	Regional Protection Officer - MASA	لبنانية	70-185089	
14	Lamis Ghanem	32	F	UNHCR Protection center sup	Lebanese	03786070	
15	Aline hajjaran	29	F	KAF A	لبنانية	71301726	

التاريخ: 19-2-20 المنطقة: Bekaa المكان: Cochnus اسم المدرب: Ghada Nidal

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	Bayan Al Hallak	29	F	Social worker IPRS	لبنانية	76669355	
2	Yasmin Kacari	28	F	Psychologist - IPRS	لبنانية	70456366	
3	Fatima Al Hayek	38y	F	Nurse Mental Health IPRS	لبنانية	71-476423	
4	Zaina Tanchidi	31y	F	MH Nurse	Leb	70-882909	
5	Sandra Hajal	35	F	Trainer	Leb	03 570312	
6	Ghada Harbari	45	F	Trainer	Lebanese	76 719571	
7	Ab. Lamas	28	M	Trainer	PT		
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ECM roll out 9

ECM Roll Out Sessions (9)

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

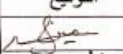
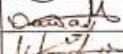
التاريخ: 20/2/20 المنطقة: Beirut المكان: Radisson blu اسم المدرب: Sayde Abbas

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	لين كليل أبو زيد	35	أنثى	Amal PO: NCTED Social worker	لبنانية	99.305401	
2	ريم زتام كزينا	29	أنثى	Amel Association	لبنانية	71555701	
3	عائدينه مهنا دج	25	أنثى	Protection officer	لبنانية	70660838	
4	انجيل دميون	24	أنثى	Psychologist	لبنانية	70712414	
5	رغم مكي	21	أنثى	PSS + PP officer/ Educator	لبنانية	70203612	
6	دعاء عبد الباقي	22	ذكر	Facilitator PSS	لبنانية	71918180	
7	لانيه العلي	23	أنثى	collaboration officer	لبنانية	715213376167499	
8	في سعد	31	أنثى	اختصاصية في العمل الاجتماعي	لبنانية	70684825	
9	نظير مهن	34	أنثى	Social worker	لبنانية	08821691	
10	نار كبيسي	48	ذكر	مدير المندوبيين والتدريب	لبناني	03281907	
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ECM Roll Out Sessions (9)

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التاريخ: 20/2/20 المنطقة: Beirut المكان: Radisson blu اسم المدرب: Sayde Abbas

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	Nirreen Samrah	21	F	SGEN Care Worker	Lebanese	70-236966	
2	Danya Makame	48	F	PSN Casat worker	Lebanese	70-414534	
3	Muhammad Hamdan	36	M	Muhammad Hamdan	Lebanese	70-858345	
4	Grace Rahhal	30	F	Chief of the	LEBANESE	70-829302	
5	فايزة	21	F	Facilitator	Lebanese	25-247201	
6	Aya Fataum	26	F	Caritas - Case Worker	Lebanese	71-168575	
7	Sandra Hajj	35	F	Trainer	Leb.	03-570312	
8	Saydeh Hachek	37	F	Trainer	Leb	03/087919	
9	Suprit	32	F	Trainer	Leb	70/680126	
10	An Gumarati	28	F	Coordinate	PT		
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ECM Roll Out Sessions (10)

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التاريخ: 21 Feb 2020 المنطقة: Beirut المكان: Radisson Blue اسم المدرب: *Manale Rifa*

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	إيمان عبدالله	42	F	S-W-J.R.S	Lebanese	71 346 857	<i>Iman</i>
2	أريج رمان	23	F	M.S	Lebanese	71509755	<i>Areej</i>
3	ياسمين اصباح	26	F	PVI	Lebanese	70-642248	<i>Yasmine</i>
4	ناخلة فرجور	29	F	S.W	Lebanese	70-282347	<i>Nahla</i>
5	تراب رمان	25	F	Project Coordinator ARC	Lebanese	76009189	<i>Tarab</i>
6	باتيك شهاب	23	M	CR Case Worker JDI-Italy	Lebanese	76-625695	<i>Batik</i>
7	وطى جارودي	24	F	Protection Monitor Mentees	Lebanese	71-133281	<i>Wadi</i>
8	ترينيس بعلب	30	F	Social Worker association	Lebanese	70-372195	<i>Trine</i>
9	Chitra Subramani	50	F	UNIFIL	INDIAN	81 670 417	<i>Chitra</i>
10	دينا حوفا	23	F	Save the Children Case Worker Health Promoter	Lebanese	76791718	<i>Dina</i>
11	صبريم علي علي	35	F	M.S	Lebanese	71 256722	<i>Sabri</i>
12	عماد حاتم	32	M	Social Worker A.S.F	palestinian	70 614662	<i>Emad</i>
13	منيرة عزالدين	29	F	Case manager Effort	Lebanese	76 835307	<i>Manira</i>
14	عليه الكف	27	M	Senior Skills officer	Lebanese	76 015 374	<i>Ali</i>
15	سهار زكي خازار	37	F	Case Worker Zham	Lebanese	31-332234	<i>Sahar</i>
	لاهيل بوليان	26	F	Social Worker Coitas Lebanon	Lebanese	70-372204	<i>Rachelle</i>

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التاريخ: 21/2/20 المنطقة: Beirut المكان: Radisson Blue اسم المدرب: *Manale Rifa*

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	فانوس كح	22	Female	IMC-Social	Palestinian	81/271720	<i>Fanous</i>
2	ليلى قنبري	33	Female	Psychiatrist	Lebanese	70/937698	<i>Laila</i>
3	نور ميس	30	Female	GRV Case Worker / ABAND	Lebanese	70-839817	<i>Nour</i>
4	Sonela Hujal	35	F	Trainer	Leb	03-520312	<i>Sonela</i>
5	Rita Damin		Female	coordination	palestinian	7090069	<i>Rita</i>
6	Houd Pihoud	57	F	MHP's FO 2002	Leb	03/826066	<i>Houd</i>
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ECM roll out 11

ECM Roll Out Sessions 11

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Sandy
Joyce

التاريخ: 24/2/20 المنطقة: Tripoli المكان: Damunia Hotel اسم المدرب: Sandy Joyce

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	Stephane Bin Gehrig استيفان مارون بن جبريل	٣٠/33	مذكر	Psychopast Relatives in London	لبنانية/Lebanese	70/921701	[Signature]
2	Nour Al Barcha	24	F	Social Worker/Lebanese	Lebanese	71/916652	[Signature]
3	Sabine Al Flam	23	F	Social worker/Lebanese	Lebanese	79/417556	[Signature]
4	Marie Damien	22	F	CE/ Medecins sans frontieres	Lebanese	76/318566	[Signature]
5	Iftikar Abbass	36	F	Drops Trainer/Coach	Palestinian	70/295861	[Signature]
6	Jamal Bader	41	F	Social worker	Palestinian	71 115 280	[Signature]
7	Stephanie Hobeis	27	F	Al Mijeh association P.O. Al-Jishariya	Lebanese	70 03287	[Signature]
8	Rana El Missih	31	F	Psychologist/MN	Lebanese	71/965319	[Signature]
9	Alan Karry	25	F	Social worker/IMC	LB	71/764872	[Signature]
10	Dina Tammous	28	F	Case management officer/IRC	Lebanese	81 666 148	[Signature]
11	Amr Gammal	22	F		PT		[Signature]
12	Sandy Clave		F		UK		[Signature]
13	Julia Luk		F		UK		[Signature]
14	Joyce		F		UK		[Signature]
15	Sandy Joyce		F		UK		[Signature]



Reducing Economic Barriers to Accessing Mental Services in Lebanon

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Sandy
Joyce

التاريخ: 24/2/20 المنطقة: Tripoli المكان: Damunia Hotel اسم المدرب: Sandy Joyce

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	Rita Daher	26	F	Case worker	Lebanese	70269297	[Signature]
2	Sarela Daccache	35	F	center coordinator	Lebanese	71/864246	[Signature]
3	Sara Taha	27	F	C.P. case worker	Lebanese	76/876695	[Signature]
4	Joseph Bahme	27	M	C.P. case worker	Lebanese	76/551443	[Signature]
5	Roula Rekha	49	F	H.D.A.p. manager	Lebanese	78/82935	[Signature]
6	Levine Abdallah	37	F	H.D.A. coordinator	Lebanese	70/103659	[Signature]
7	Omar Hindi Zakari	23	M	Himaya - Facilitator	Lebanese	70435857	[Signature]
8	Huda Abdul AL-Azi	25	F	animator/Ngida	palestinian	76/499833	[Signature]
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ECM roll out 12

removing economic barriers to accessing health services in Lebanon

إزالة حواجز الوصول إلى الخدمات الصحية في لبنان

ECM Roll Out Sessions

Social Promotion Foundation in collaboration with the National Mental Health Programme and funded by the European Union.

اسم المدرب: Harwa, Nada, Malak المكان: Cadmus المنطقة: Bekaa التاريخ: 25/2/2020

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	Harwa Ozei	30	F	Senior CM	Lebanese	03.822095	<i>[Signature]</i>
2	Hawraa Housseini	24	F	JRS	Lebanese	81-929966	<i>[Signature]</i>
3	Namere Tamouy	23	F	CW Caritas	Lebanese	76.860545	<i>[Signature]</i>
4	Abdel Haseh Ezzed	26	M	SW Caritas	Lebanese	71.680347	<i>[Signature]</i>
5	Marysam Sham	23	F	CW Caritas	Leb.	71/090693	<i>[Signature]</i>
6	Inass ZeinEddine	22	F	SW Relief Internat	Leb.	79/119198	<i>[Signature]</i>
7	Fahm Kisser	31	F	CW IRC	Lebanese	81/670080	<i>[Signature]</i>
8	فاطمه دسوك	22	F	Senior CW	لبنانية	03.952209	<i>[Signature]</i>
9	Zainab El Dirany	25	F	Researcher	Lebanese	79.916872	<i>[Signature]</i>
10	Rakiaa Jabadi	40	F	Case Worker	لبنانية	70.917297	<i>[Signature]</i>
11	Bouckha Mak	40	F	Case Worker	لبنانية	76/700344	<i>[Signature]</i>
12	Samer Hanyouj	27	F	Case Worker	لبنانية	76/821826	<i>[Signature]</i>
13	الادريس الون	24	F	Psychotherapist	Lebanese	70336510	<i>[Signature]</i>
14	عبدالله	27	F	Psychologist	Syrian	81220477	<i>[Signature]</i>
15	Candy More Ak	20	F	Facilitator at Hmayo	Lebanese	70782041	<i>[Signature]</i>

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اسم المدرب: Harwa, Nada, Malak المكان: Cadmus المنطقة: Bekaa التاريخ: 25/2/2020

الرقم	الاسم	العمر	الجنس	الصفة والمؤسسة	الجنسية	رقم الهاتف	التوقيع
1	زينب الون	26	F	Team leader Hmayo	Lebanese	71420047	<i>[Signature]</i>
2	نادية	25	F	Medair	Leb	76/978702	<i>[Signature]</i>
3	مونيكا التريبي	25	F	PO Islamic Relief	Leb	71163433	<i>[Signature]</i>
4	Ghifar Anani	28	F	Program Manager	Lebanese	78.929576	<i>[Signature]</i>
5	Chukhineh Hede	45	F	SBC/MCSA	Leb	03.238867	<i>[Signature]</i>
6	Ane Winesat	28	F	PT	PT		<i>[Signature]</i>
7	Malak Shamak	30	F	Trainer	Lebanese	03450772	<i>[Signature]</i>
8	Sandra Hajj	35	F	Trainer	Leb	03.570312	<i>[Signature]</i>
9	نادية	35	F	Trainer	Leb	70.70736	<i>[Signature]</i>
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Annex 3: Pre and Post test

Emotional Crisis Management Protocol – Pre- and Post-Test

Date of Training:	Location of training:
<input type="checkbox"/> Pre-test <input type="checkbox"/> Post-test	Test Score: _____ out of 30
Please insert your code: ___ ___ ___	

A. Put ✓ in the correct column.	True	False
1. When dealing with a person in crisis who is shouting, it is important to use the same tone level to be able to calm them down.		
2. When you feel you can't handle the situation, always ask the person in crisis to leave.		
3. If frontliners are feeling stressed or angry, it is advisable to avoid intervening with a person in crisis.		
4. During emotional crises, persons are usually unable to think rationally or process information without the help of others.		
5. It is important to have 2 staff members interacting with the person in crisis for better management of the crisis.		
6. Long waiting times can be a risk factor to emotional crisis.		

7.	Agitation is a warning sign of emotional crisis.		
8.	If the person in crisis is a minor, you should refrain from conducting an interview if you are not trained to do so.		
9.	If a person in emotional crisis is presenting with hallucinations or delusions the first step would be to try to challenge the delusional belief.		
10.	If a person in emotional crisis is known by your organization, then you can assume you know their priority concern and act accordingly.		
11.	When a person is in emotional crisis, it is always due to a situational stress that occurred inside the organization (delays of service, miscommunication, etc.).		
12.	Characteristics of the physical environment, such as difficulty parking, excessive heat or cold, noise, are risk factors for emotional crisis		
13.	Refusing to cooperate or disrespecting the rules is a warning sign of emotional crisis.		

B. Please circle the correct answer. There is only one correct answer for each question.

14. When speaking with someone who is agitated you should ALWAYS:
- Match their tone and posture
 - Send them away if they refuse to calm down
 - Ask them what is their priority concern
 - Minimize the situation or their feelings
15. When interacting with a person in emotional crisis you should NEVER:
- Provide reassurance to the person using simple language
 - Promise to fix their problems in order to calm them down
 - Take notes on the information they provide
 - Be empathetic with the feelings of the person in crisis
16. When assisting a person who is suicidal you should NEVER:
- Leave them alone to calm down

- b. Talk to the person in a separate room
- c. Call a mental health professional
- d. Remove all possible means of self-harm
- 17.** When facing an aggressive person with a weapon, you should:
 - a. Attempt to disarm them
 - b. Tell them the police are on their way
 - c. Passively cooperate until you are able to safely exit
 - d. Try de-escalation techniques at least twice
- 18.** Which of the following is not an active listening skill?
 - a. Paraphrasing
 - b. Being attentive
 - c. Reflecting
 - d. Interrupting
- 19.** When working with a potentially violent person, it is advisable to:
 - a. Offer the person something to drink or eat
 - b. Ask them to leave if they don't cooperate
 - c. Leave them alone for some time to calm down
 - d. Threaten to call the security guards if they don't calm down
- 20.** When trying to intervene with a person in emotional crisis, where is the best place you can place your hands?
 - a. Behind your back
 - b. In your pockets
 - c. Visible at all times
 - d. Tucked into your armpits