



QUOTATION: TERMS OF REFERENCE

- **Title:** Trainer in **Dialogue skills**
- **End of Submission Date:** June 5th 2024
- **Type of contract:** Trainer MOU
- **Place of Work:** Online
- **Duration:** **4 day-training**

OBJECTIVE/PURPOSE OF THE TRAINING/SERVICES

The Trainer will be working with the Syrian women to enhance their **Dialogue** skills to create/improve their own businesses. H/she will conduct a **4-day training for 15 participants**. Trainer will prepare material (handouts, presentation, papers, case studies, applications.), manage the training sessions (attendance, participation).

The Training will require the Trainer to implement the following points:

1. Training needs assessment (TNA).
2. Developing Participatory Training methods.
3. Creating an interactive training environment.
4. Design and implement training module.
5. Applying Effective Training and clarification tools.
6. Evaluation of training, outcomes, and results.
7. Session plan preparation.
8. Improving the communication and networking skills among participants.
9. Engaging the participants in online training methods and tools.
10. Activation and stimulation techniques for participants.
11. Follow up sessions for participants after the training/workshops.

FINAL DELIVERABLES

The Trainer shall deliver the following:

- 1- Interactive trainings and workshops dedicated to the Syrian women and the project as a whole by providing support in the areas of **Dialogue skills**.
- 2- **Training material:**
 - 1) Detailed Agenda for training.
 - 2) Training modules and handout materials for participants.
 - 3) Developed evaluation-templates (questions) to evaluate participants regarding the training modules/workshop.

Objectives of the training:

- Understand the key principles and techniques of effective dialogue.
- Develop skills in facilitating open and constructive conversations.
- Learn strategies for active listening and empathetic engagement.
- Gain expertise in creating a safe and inclusive environment for dialogue.
- Foster skills in managing and resolving conflicts through dialogue.



Outcomes of the training:

- Enhanced ability of Syrian women to engage in meaningful and respectful dialogues.
- Improved skills in active listening and empathetic communication.
- Increased confidence in facilitating and participating in open conversations.
- Ability to create inclusive environments that encourage diverse perspectives and constructive exchanges.
- Establishment of a supportive network where women can practice and improve their dialogue skills, contributing to stronger community relationships and conflict resolution.

SCOPE OF WORK AND KEY TASKS

- We are looking for a highly experienced/professional trainer/expert for the following major tasks:

1. Preparation

- Liaising with SAWA team to finalize the agenda and review logistics.
- Writing and reviewing session plans, including all necessary PowerPoint files.
- Supporting in the preparation of session plans prior to the training/workshop.
- Division of responsibilities to ensure the effective and professional management of the training.

2. Delivery of the training

- Throughout the period, the quality and maintenance of the learning environment is a main responsibility of the trainer. This includes:
 - Timely and professional activities and breaks.
 - Ensuring consistency of messages by the trainer.
 - Facilitating a training that meets participants' expectations.
 - Challenging participants and establishing an ethic of professionalism and quality improvement.

3. Closure of the training

- Upon completion of the training, the trainer is responsible for leading in lessons-learned debrief. A summary of participants' evaluations; lessons learned and recommendations for future training.
- The trainer is responsible for describing the training and giving recommendations for the future. This should include a synthesis of participant training evaluations.
- Facilitating a training that meets participants' expectations.
- Follow up sessions, if needed, to support the participants after the trainings (online).

QUALIFICATION/LEVEL REQUIREMENTS

Applicants with the following experience are welcome to apply:

- Advanced University Degree.
- Training hours experience.
- Excellent skills in presenting complex technical information in an easily comprehensible way.
- Adaptability and flexibility in working within a complex and dynamic environment.
- Ability to deliver high quality products in a timely manner.
- Fluency in Arabic, English is an asset.
- Availability for time-durations specified in the TOR.
- ToT certified (preferable)

PROPOSED PERIOD AND DURATION OF CONSULTANCY

We are looking for a highly experienced/professional trainer/expert for the following major tasks:



- The duration of the training consists of a total of 4 days, however, SAWA has the right to end the contract after any interval based on the training evaluation from participants feedback.

PERFORMANCE INDICATORS

- Trainer's performance will be evaluated against the following criteria: timeliness of the deliverables, clarity of presentations, responsibility, initiative, communication, and quality of the products delivered.

ESTIMATED COST

- The consultant/expert will be selected based on the best technical evaluation with the "best value of cost" approaches.
- She/he will be paid upon successful completion and submission of the deliverables.

HOW TO APPLY

All interested applicants must submit the linked application with the following attachments:

1. An up-to-date CV.
 2. Samples of a previous training report or similar piece of work.
 3. At least two references.
 4. Overall expected cost.
- To submit your request please send an email to info@sdaid.org no later than June 5th 2024 and mention the position you are applying to (Dialogue Trainer).
 - Applications will be reviewed upon the receipt your request and CV. Please be advised that only shortlisted candidates will be contacted.
 - SAWA provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, religion, sex, nationality, age, disability, political affiliation, marital status, or sexual orientation.