

**First Regional Workshop for Noncommunicable Disease Programme  
Managers, Kalutara, Sri Lanka, 18-22 March 2014**

## **Evaluation Summary**

### **Introduction**

To strengthen capacities in Member countries and accelerate national efforts for attaining the global and regional NCD targets on prevention and control of noncommunicable diseases, WHO/SEARO in conjunction with WHO Sri Lanka, WHO/HQ and the National Institute of Health Sciences, WHO Collaborating Centre for Public Health Workforce Development, Kalutara, Sri Lanka organized the First Regional Workshop for Noncommunicable Disease Programme Managers in Kalutara, Sri Lanka from 18 to 22 March 2014. The workshop was attended by 63 participants including NCD programme managers and health system focal persons from 11 Member countries, WHO staff and resource persons.

### **Methodology**

To evaluate the workshop, a short “Daily Feedback Form” was used, which allowed participants to provide feedback on individual sessions covered during the day. The daily feedback forms were reviewed each day to modify the course content and methodology in the coming days. At the end of the workshop, a comprehensive semi-structured “Overall Feedback Form” was used to obtain feedback on the overall content, methodology and arrangements of the workshop.

### **Findings**

Overall, the participants found the workshop well-structured, comprehensive, rich in content and useful for implementing the NCD agenda in their respective countries. The workshop provided an excellent opportunity to learn from and exchange experiences with other countries. The participants evaluated the workshop highly in terms of content and methodology. Individual lectures were considered informative. Field visit, case studies and group work were rated highly. Participants recommended including additional topics and more group and interactive sessions in future workshops.

The arrangements of the workshop and the hospitality and commitment of the NIHS staff was highly appreciated by all participants. The main concerns in terms of arrangements were the long commute from the hotel to the workshop venue, tightly packed agenda and ineffective sound system in the workshop room.

Most participants mentioned that they would recommend the workshop to their colleagues and recommended that more such training workshops should be organized at the national and regional levels.

### **Follow-up**

The feedback and suggestions provided by participants will be used in designing the content, methodology and arrangements for the next workshop, planned to be held in June 2015.

## Overall evaluation

### Question-by-question analyses and comments

1. Were you satisfied with the aim and objectives and the overall contents of the workshop?

**Mean score = 3.55**

☹️                      😊                      😊                      😊😊  
1 poor                      2 fair                      3 good                      4 very good

**Comments and suggestions:** The workshop was well-structured, insightful, rich in content and provided excellent information. Sessions were well organized. The workshop dealt comprehensively and collectively with all the issues of NCDs for the first time. It provided an excellent opportunity to learn from and exchange experiences with other countries. It helped in better understanding the process of developing national action plan and will be useful in implementation of the NCD agenda in countries. For future, it would be useful to include a session on details of costing and on improving managerial skills. More group work, discussion time and interactive sessions and role plays should be included. More such Programme Manager's training workshops are needed.

2. Were any relevant topics missing in your opinion? Please specify:

**Additional topics** suggested were:

- Soft skills such as negotiation, advocacy, message development, communication skills, tactical thinking
- More details on PEN package, management of NCDs
- More details of NCD risk factor surveillance, e-steps
- Costing of national action plan, prioritization of activities
- Collaboration with private sector
- Trade and health
- Policies on fat and oil
- Behaviour change communication
- Aging and mental health

3. Were any topics presented not relevant to the workshop in your opinion? Please specify:

**Comments and suggestions:** Most topics covered in the workshop were considered relevant. The leadership session should be more specific. The session on access to medicines, should include more discussions on supply chain management and procurement policies and less on technical and pharmacological details. More field work should be included.

4. How did you perceive the timetable? Please tick/circle one option for each sentence from a) to f)

a) The content of the workshop was **Mean score = 2.21**

( ) 1 too easy                      ( ) 2 overall fine                      ( ) 3 too dense (too much content in little time)

The number of lectures was **Mean score = 2.21**

b)

( ) 1 too few                      ( ) 2 fine                      ( ) 3 too many

c) The amount of group work was **Mean score = 1.90**

( ) 1 too little                      ( ) 2 fine                      ( ) 3 too much

d) The number and duration of breaks was **Mean score = 1.86**  
( ) 1 too few/too short ( ) 2 fine ( ) 3 too many/too long

d) other comments:

**Comments and suggestions:** Overall the workshop was very informative and inspiring. More group work and role plays should be included. More time and discussion should be devoted to NCD PEN package and strengthening health systems. Time management was strictly followed during the workshop, rightly so. The physical activity programme should be scheduled in the evening rather than in the morning. The commute from the hotel to the venue was too long.

5. How would you rate the field visit? **Mean score = 2.81**  
☹️ ☺️ ☺️  
1 not useful 2 fairly useful 3 very useful

Please explain your rating/give suggestions:

**Comments and suggestions:** The field visit was interesting, inspiring and excellently organized. The school health program and healthy life style clinics were particularly useful. It was useful to see the implementation of programmes in field settings and to note the integration of NCDs into the existing health systems as well as opportunities for convergence. However, the field visit did not give the national perspective. The time for field visit was a bit too short to allow detailed discussions. More time for field trip should be considered for future trainings. More explanation during the field visit would be helpful.

6. How would you rate the group work? **Mean score = 2.72**  
☹️ ☺️ ☺️  
1 not useful 2 fairly useful 3 very useful

Please explain your rating/give suggestions:

**Comments and suggestions:** The group work was very interesting and thought provoking. Case studies based on developing country examples were excellent and provided an opportunity to share ideas in a small group. Group work also provided an opportunity to learn what others were doing and thinking about the same problem.

All participants should be engaged in discussions and dominance by a few should be avoided. Group work should be with WHO facilitators so that they can offer and supplement with additional information and special advice. The venue of the group work was noisy and it was hard to listen to each other.

7. Please, list up to three elements that you liked most during the workshop (e.g. which lecture, which group work, and/or which other activity)

**Comments and suggestions:** A number of positive aspects were highlighted by participants including the rich content of the workshop, informative lectures, interactive discussions, field visit, group work, and the Sri Lankan hospitality.

Lectures were very informative and well presented. The lecture on household air pollution was considered very informative and inspiring. Other lectures cited to be useful were the

lectures on leadership, tobacco and alcohol, PEN, salt and hypertension, access to drugs, global action plan, surveillance, palliative care regional situation of NCDs, diabetes. The opportunity to share country-level experiences, demonstration of WHO PEN package, examples from countries and the field experience of seeing policy in action was very useful.

The group work and case studies were interesting and so were the ice breakers. In terms of methodology, group discussions, presentations with examples, role plays were liked. The venue of the group work was great.

Having the e-resource package on NCDs in a single memory stick is wonderful. Early morning activities (exercise, yoga etc) were great. Physical activity in the morning was fun. The Sri Lankan hospitality, reception by NIHS and the cultural night were appreciated by participants.

8. Please, list up to three elements of the workshop that you liked least (e.g. which lecture, which group work, and/or which other activity).

**Comments and suggestions:** There were many duplicative responses. The responses were categorized into content, methodology, logistics and other:

- **Content:** The session on increasing access to medicines could be tweaked to focus more on access. Other topics listed by some participants were: field visit; salt and hypertension reduction; leadership; costing; palliative care, and research data on medicine supply; research data on England and Finland.
- **Methodology:** Some people dominated the sessions; greater involvement of every participant should be ensured. More time should be allowed for discussion. It would be preferable to finish by 4 pm daily.
- **Logistics:** Travelling too much from the hotel to the venue. The hotel should be closer to the venue. Improved sound system is needed. The food was spicy and very rich in carbohydrates. There was no time for shopping. The lunch and tea breaks were starting late and sometimes too close to lunch. The agenda was packed; there should be some relaxation time during the workshop.
- **Other:** Some speakers spoke too fast.

10. Do you feel more confident to apply the new knowledge and to implement the new knowledge/skills? **Mean score = 3.28**

     
1 not confident    2 not sure                      3 confident                      4 very confident

Please comment:

**Comments and suggestions:** Most participants felt that the necessary knowledge was obtained in the workshop. Technical sessions empowered participants to take the agenda of NCD forward and to strengthen the National Action Plan.

11. What kind of further training (type, length) would you like to have to further build on this workshop?

**Comments and suggestions:** Suggestions included holding national-level programme managers training on NCDs. Topics for future workshops should include: PEN, specific modules in tobacco, alcohol, physical activity, NCD prevention at workplace, e-steps, cancer registry, health promotion and communication. Skill-based training should be conducted for

1-2 weeks on PEN, NCD costing tools, SARA, STEPS, data interpretation, advocacy, communication, negotiation, leadership, multisectoral networking. A follow-up training with more country level experiences would be helpful. Group work and discussions, and field trips and study tours to other country would be useful.

12. How do you rank the accommodation provided during the workshop? **Mean score = 3.19**
- |        |        |        |             |
|--------|--------|--------|-------------|
| ☹      | 😊      | ☺      | 😊😊          |
| 1 poor | 2 fair | 3 good | 4 very good |

Please comment/give suggestions:

**Comments and suggestions:** Although the beach side resort was awesome, the accommodation was located too far from the meeting venue. Some participants faced issues with the hotel such as inflexibility in check-in and check-out times, and payment.

13. How do you rank the food served during the workshop? **Mean score = 3**
- |        |        |        |             |
|--------|--------|--------|-------------|
| ☹      | 😊      | ☺      | 😊😊          |
| 1 poor | 2 fair | 3 good | 4 very good |

Please comment/give suggestions:

**Comments and suggestions:** There was a variety of healthy food. While most participants thought that the food was awesome, some felt that it was too local, salty, spicy and high in carbohydrates. Some participants suggested increasing the variety including international food.

14. How would you judge the arrangements/communication you received from the Secretariat before the workshop? **Mean score = 3.33**
- |      |      |      |           |
|------|------|------|-----------|
| ☹    | 😊    | ☺    | 😊😊        |
| poor | fair | good | very good |

Please comment/give suggestions:

**Comments and suggestions:** This was a meticulously planned and organized workshop. Leisure facilities were insufficient. Kamal Kishore and Geethani were extremely helpful and deserve an applause.

15. What positive things/aspects surprised you during the workshop?

**Comments and suggestions:**

Participants highlighted a number of positive aspects of the workshop both in the area of content and as well as logistics arrangements. The workshop was timely and very well organized. The field trip and case studies were liked by many participants. The facilitators were good and committed. A lot of new knowledge was acquired and the opportunity to see the field programme in Sri Lanka and to learn and share experiences with other countries was appreciable. Timely sessions, focus on the topic and discussions were the other positive aspects of the workshop.

This was a very well executed workshop without any glitch and total commitment of all organizers. The logistics were excellent and commitment of NIHS staff was total. The warmth and hospitality of Sri Lankan hosts was highly appreciated. The food was awesome. All participants and facilitators were very friendly. The whole atmosphere was conducive. The

cultural programme was a hit with great collaboration among countries and active participation from all countries. The morning physical activity was liked by many participants.

19. What negative things surprised you during the workshop?

**Comments and suggestions:** The commute from the hotel to the venue of the workshop was too long. The time table was busy. Each day was a long day and the agenda was too tight, to relax. Time was too short for adequate discussions. The duration of the workshop should be increased. There was too much food, an NCD risk factor. The sound system should be improved.

21. Would you recommend this workshop to your colleagues? **Mean score = 2.74**

☹️                      😊                      😊😊  
1 no                      2 yes, somehow                      3 yes, very much

Please comment/give suggestions:

**Comments and suggestions:** The workshop was very informative and an incredible opportunity to widen ones understanding of NCDs and how to address them.

22. Please give any further general remarks or recommendation for the improvement of the workshop

**Comments and suggestions:** This was a model workshop. Similar, more frequent workshops would significantly benefit the government counterparts. This type of workshop should be arranged at least twice a year to advance the regional NCD programme.

The agenda of the workshop was too dense and packed for the available time. Opportunities should be given to present the situation of NCDs in countries. This would allow greater sharing of country level experiences and success stories. Sessions should be included on behaviour change communication, negotiation and communication skills, public/private sector partnerships and trade and health. More time should be allowed for the field visit and discussion. The highlight/recap of each day's sessions should be included on the coming day.

In terms of methodology, more group work and ice breakers would be useful. More discussions and interactions and few lectures would be desirable. The lectures and discussions should be recorded so that they can benefit from the rich amount of information shared those who are unable to attend such a workshop. Time management during the workshop was optimal.

Almost all arrangements were considered good except that the long distance between the hotel and the venue and the time lost during commuting. The big bus used for commuting to the venue was slow—it would be better to use a mini bus. The hotel should be closer to the venue so that daily travel time is saved. Some time slot should be given for sight-seeing, relaxation and shopping for souvenirs.

**We once again thank you for your active participation! We enjoyed working with you closely and also learnt a lot from you. We wish you a lot of success in all your future professional activities.**

**The workshop team**