

**Promoting social accountability for good governance
and improved public services in the police sector**

**Philippine National Police (PNP), Executive Education Program – Ateneo School of Government,
Affiliated Network for Social Accountability in East Asia and the Pacific (ANSA-EAP)**

Draft workshop design

Learning objectives

The proposed workshop aims to enhance buy in for constructive engagement and citizen monitoring among members of the Philippine National Police (PNP). It will attempt to introduce participants to social accountability tools, approaches, and techniques towards good governance and improved service delivery in the country's police organization.

By the end of the workshop, the participants shall be able to:

1. To come to a shared understanding of good governance, its basic elements, and its link to the effective and accountable operations of the PNP;
2. To explain how social accountability can contribute to good governance outcomes and improved public service delivery within the police sector;
3. To identify existing mechanisms for engagement with citizen groups and citizen monitoring of police performance, and issues or challenges involved;
4. To identify concrete actions for strengthening constructive engagement with citizens and monitoring of police services by citizen groups.

Activities	Learning objectives	Key learning contents	Learning process	Learning outputs	Resource person/PICs
HALF-DAY SESSION					
8:00 – 8:15 Registration (15 minutes)					
8:15 – 9:00 Preliminaries (45 minutes)	<ul style="list-style-type: none"> ▪ To create a learning environment marked by more open exchange, collaboration and shared learning ▪ To explain the learning objectives 	<ul style="list-style-type: none"> ▪ Information on participants, their work, and initial views on social accountability ▪ Group's expectations from 	<ul style="list-style-type: none"> ▪ Introduction/backgrounder from Executive Education ▪ GTKY (Getting-to-know-you) and expectations- 	<ul style="list-style-type: none"> ▪ Shared appreciation of workshop context ▪ Initial information on participants and their 	Workshop participants Execed facilitator ANSA EAP resource person

Activities	Learning objectives	Key learning contents	Learning process	Learning outputs	Resource person/PICs
	<ul style="list-style-type: none"> and the overall workshop flow ▪ To identify the perceived value of the workshop to the participants' work in the police sector 	<ul style="list-style-type: none"> workshop, initial questions, and learning agenda ▪ Context of session on social accountability, objectives of the workshop, and road map 	<ul style="list-style-type: none"> setting activity: 1) Name, unit, position; 2) Secret; and, 3) What excites you in this workshop? ▪ Presentation and Q&A on the workshop's objectives and design (road map) 	<ul style="list-style-type: none"> work in governance ▪ Validated learning program flow/design 	
<p>9:00 – 10:00 Articulating and sharing our vision of good governance (1 hour)</p>	<ul style="list-style-type: none"> ▪ To come to a collective definition of good governance based on the experiences of participants within the PNP organization ▪ To identify the basic elements of good governance and link these with participants vision for the police sector/organization 	<ul style="list-style-type: none"> ▪ Open space: principles and process of a participatory workshop methodology ▪ Characteristics or principles of good governance: TAP ▪ Exemplars and challenges of good governance within the PNP organization 	<ul style="list-style-type: none"> ▪ Introduction on the open space process: 1) The 4 Paths; 2) Instructions for the activity; 3) Question ▪ Open space: marketplace, group work, preparation of group outputs/reports ▪ Plenary sharing of group outputs, discussion, and summary/synthesis 	<ul style="list-style-type: none"> ▪ Shared definition and basic characteristics of good governance ▪ Identified exemplars and key challenges in operationalizing the good governance principles in the PNP 	<p>Workshop participants ANSA EAP resource person</p>
<p>10:00 – 10:15 BREAK</p>					
<p>10:15 – 11:15 Social accountability as an approach to good governance (1 hour)</p>	<ul style="list-style-type: none"> ▪ To explain ANSA EAP's framing of social accountability and how it contributes to good governance outputs/outcomes ▪ To identify a social accountability tools/approaches and initiatives that are relevant to the police sector and the PNP's work ▪ To highlight the possible benefits and explore risks/challenges in adapting social accountability tools and approaches 	<ul style="list-style-type: none"> ▪ The Citizen Report Card (CRC) as an example of a social accountability tool that could be adapted to the police sector ▪ ANSA EAP's framing of social accountability (SAc), constructive engagement, citizen monitoring, tools and examples of initiatives ▪ Benefits and risks in social accountability approaches 	<ul style="list-style-type: none"> ▪ Video showing: Public Affairs Centre experience with the Citizen Report Card (CRC) in Bangalore (20 minutes) ▪ Questions and answers; open plenary discussion; powerpoint presentation (20 minutes) ▪ Buzz session and plenary discussion: Application of De Bono's Six Thinking Hats Tool to explore the mainstreaming of SAc approaches within the PNP's work/organization (20 minutes) 	<ul style="list-style-type: none"> ▪ Shared framing and conceptual handles for understanding social accountability ▪ Identified benefits, issues/challenges, potentials in adapting social accountability ▪ Initial buy in for using SAc approaches in the PNP 	<p>Workshop participants ANSA EAP resource person</p>

Activities	Learning objectives	Key learning contents	Learning process	Learning outputs	Resource person/PICs
11:15 – 12:00 Identifying ways forward in mainstreaming SAc within the police organization (45 minutes)	<ul style="list-style-type: none"> ▪ To highlight achievements in terms of promoting/adopting constructive engagement with citizens in PNP's work ▪ To identify areas for improvement in terms of mainstreaming social accountability in the PNP ▪ To identify initial objectives and activities in strengthening SAC within the PNP 	<ul style="list-style-type: none"> ▪ Past achievements and current practices of the PNP in constructive engagement and social accountability ▪ Mainstreaming SAc in an organization: entry points ▪ Action planning: process and guidelines, next steps 	<ul style="list-style-type: none"> ▪ Small group discussion: <ol style="list-style-type: none"> 1) Identifying what we have done in promoting or in applying constructive engagement with citizens; 2) Identifying what we want to change/improve; 3) How can we implement such changes? ▪ Plenary sharing; quick summary of workshop process and results 	<ul style="list-style-type: none"> ▪ Identified areas of work within the PNP for applying the key lessons and insights from the workshop ▪ Initial action plans for mainstreaming SAc within the PNP 	Workshop participants ANSA EAP resource person

Workshop materials/equipments:

- LCD projector and laptop speakers for the video showing
- Metacards (different colors) for the group discussion and processing
- Easel sheet for the group reporting and presentation of outputs
- Masking tape, permanent markers

Workshop handouts:

- ANSA EAP information sheets (c/o ANSA EAP)
- Powerpoint presentation (upon request by participants)