

Step 3

Listening and learning through consultations



How to monitor and evaluate Community Consultations

Key M&E questions

At the first Community Consultation:

- What are main convictions, concerns, conflicts and hopes expressed by different Dialogue groups in relation to the issue at stake in the Dialogue?

At the Community Consultations at the end of the Dialogue process:

- How has the Generation Dialogue influenced intergenerational relationships and communication in relation to this issue?
- How has the Generation Dialogue influenced attitudes and practices in the community in relation to this issue?

Roles and responsibilities

Generation Dialogue **facilitators** are responsible for organising and leading the Community Consultations at the start and end of the Generation Dialogue process. They facilitate the discussions on the basis of discussion guides.

A **team of independent researchers** with experience documenting and analysing focus group discussions should attend the Community Consultations. Female researchers should attend the Consultations with female community members and male researchers should attend the Consultations with male community members. It is desirable that the same team of researchers be involved during both rounds of consultations to facilitate the drawing of comparisons between the initial and follow-on discussions.

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Documenting the first Community Consultations

The researchers should carefully observe and take notes during the Consultations.¹ They should record the main statements that are made in the course of discussion and indicate the breadth and depth of the support within the group (i.e., whether the view is held by few, many or all participants) for these statements. It is important that they pay attention to the dynamics of the discussion, identifying ‘hot’ issues as well as covert or open conflicts between different groups in relation to these, and assessing how much weight is assigned to the opinions voiced by various participants in the Consultation.

Analysing the results of the first Community Consultation

The proceedings of each Community Consultation should first be analysed from the cross-generational perspective. Then, male and female members of the research team should come together to analyse the Consultations across sex groups.

A well-organised baseline report describing the methods, outlining main findings and discussing the results of the initial Consultations should be submitted to the commissioning organisation.

Structure of the report

The baseline report on the initial Community Consultations can be organised according to the following structure:

- 1. Introduction:** brief background information about the Generation Dialogue approach and the purpose of Community Consultations
- 2. Methods:** section which describes the key parameters for the Community Consultations and explains how the proceedings were documented and analysed
 - How many Community Consultations were held, where, when, with how many people and how they were selected
 - How they were documented, by whom, and approach to analysis

¹ If feasible and appropriate they may also want to make audio recordings

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3. **Results:** summary of the main issues which arose during initial Community Consultations, organised according to the sequence of questions in the discussion guide. In presentation of results, attention should be paid to:
 - Differences by generation and sex
 - Points of overlap and consensus among participants
 - ‘Hot issues’ or points of conflict between generations or sexes
4. **Discussion and conclusions:** final section which highlights most interesting findings and indicates how these are relevant for the Generation Dialogue process. Key questions:
 - How close together or far apart are older and younger members of the community in relation to the key issues which will be addressed by the Dialogue?
 - What conflicts or sensitivities emerged during the Community Consultations which will need to be handled with particular care during the Generation Dialogue process?

Analysing the results of the Generation Dialogue after the follow-on Consultations

After the follow-on Consultations at the end of the Dialogue process, the team of researchers should carry out a comparative analysis of the main points which arose in the initial and follow-on Consultations, including across generations and sexes. The results of this analysis should be written up in a final report.

Structure of the final report

The final report comparing the results of the initial and follow-on Community Consultations can be organised according to the following structure:

1. **Introduction:** brief background information about the Generation Dialogue approach, the role of the Community Consultations in the Dialogue process, and the purpose of the final (‘endline’) report

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2. **Methods:** description of how the final report was developed
 - How many initial and follow-on Community Consultations were held, where, when, with how many people
 - How and by whom they were documented and analysed
 - How a comparative analysis of main points arising in initial and follow-on Consultations was conducted
3. **Results:** summary of the main issues which arose during initial and follow-on Consultations, organised according to the sequence of questions in the discussion guide and with attention to differences between generation and sex. In the presentation of results, attention should be paid to:
 - Any reported changes in communication or relationships between older and younger generations
 - Any reported changes in attitudes or practices towards the topic(s) at the centre of the Dialogue
 - References to the significance/impact of the Generation Dialogue in the community
4. **Discussion and conclusions:** final section which discusses and draws conclusions about the significance of the Generation Dialogue in relation to the following questions:
 - Does the Generation Dialogue seem to have contributed to a narrowing of the distance between older and younger members of the community, and between men and women, in terms of their relationship and patterns of communication?
 - Does the Generation Dialogue seem to have contributed to a change in how older and younger members of the community, and how men and women, understand the issue at the heart of the Dialogue and how they want to address it?

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Time requirements

- **8 days** (total) for 2 researchers to document initial and follow-up consultations in the community (one male and one female researcher each attend 6 consultation sessions at both initial and follow-up stages)
- **6 days** (total) for 2 researchers to analyse the initial Community Consultations, jointly and together, and to prepare the baseline report
- **8 days** (total) for 2 researchers to analyse the follow-on Community Consultations, jointly and together; to compare findings with the baseline report; and to prepare the final report

This document is part of the Generation Dialogue toolkit which is available at health.bmz.de/generation_dialogue_toolkit