

Stakeholder Engagement and Grievance Management Workshop

AGENDA

Cohort 1: 24-25 November 2025 (Monday-Tuesday)

Cohort 2: 27-28 November 2025 (Thursday-Friday)

#	TIME	TOPIC	SPEAKER/FACILITATOR
DAY ONE: STAKEHOLDER ENGAGEMENT			
-	8:30 – 9:00	Registration	
1	9:00 – 9:15	Welcome and Objectives	CD, Zehra, Irina
	9:15 – 10:15	Introductions and Warm-up	Reisha Jones, Social Development Specialist
	10:15 – 10:30	Stakeholder Engagement Overview	Reisha & Sopho
	10:30– 10:45	Break	
	10:45-11:30	<i>Group Work 1: Case Study Stakeholder Identification List (45)</i>	Reisha and Lusha
	11:30-12:15	<i>Group Work 2: Case Study Power & Interest Mapping subset (45)</i>	Reisha and Tito
	12:15-1:00	<i>Plenary: Case Study Power–Interest Matrix Development (45)</i>	Reisha, Tito and ADB Team
	1:00 – 2:00	Lunch	
2	2:00 – 2:15	Engagement Methods and Developing an Engagement Strategy	Irina & Sopho Irina and Sopho
	2:15 – 3:00	<i>Group Work 3: Case Study Designing Engagement Methods & Strategy (45)</i>	Reisha and Shazia Shazia
	3:00 – 3:15	Break	
	3:15 – 4:15	<i>Plenary: Group Report Back on Engagement Strategy (1 hour)</i>	Reisha, Shazia and Ashfaq
	4:15 – 5:00	<i>Vulnerable Groups Focus Group Experiential Learning (45 mins)</i>	Irina, Lusha, Ashfaq & Shazia
-	5:00 - 5:15	Take Aways and Wrap Up	Lusha

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DAY TWO: GRIEVANCE MANAGEMENT			
-	8:45-9:00	Registration	
1	9:00-9:45	Welcome and Introduction to Grievance Management Day 2 welcome and Warm up (15 mins) GM Intro Module (30 minutes)	Reisha Jones and Sopho Omedaze
2	9:45-10:30	Grievance Mechanism Design <i>GM Walking Design Reflection (15 minutes)</i>	Lusha Maderal and Nurlan
	10:30-10:45	Break	
3	10:45-11:45	<i>Experiential Learning – Town Hall GM Announcement Role Play (50 mins)</i>	Reisha Jones and ADB Team
	11:45 – 12:30	<i>Establishing a Grievance Mechanism</i>	Lusha and Nurlan
	12.30 – 1:00	<i>Group Work: Reprisals – Spot the Risk</i>	Sophio and ADB Team
	1:00–2:00	Lunch	
4	2:00- 2:40	<i>Small Group: Soft Skills Role Play (40 mins)</i>	Reisha, Shazia and ADB Team
	2:40 - 3:00	<i>Grievance Mechanism Operation and Complaint Handling</i>	Lusha and Sopho
	3.00 – 3:15	Break	
5	3:15 – 3.30	<i>Monitoring Evaluation and Learning and Improvement</i>	Tito, Reisha and Sopho
	3:30 – 4.15	<i>Group Work: GM Tool Review</i>	Irina
6	4:15 – 5:00	Design Reflection Report Back Evaluation, Certificates and Close	Reisha and Lusha