UNITED

Client-Provider Tools

Client-Provider

Facilitator Guide

Welcome!

The client-provider card deck is a card activity designed to take clients and their family planning service providers on a dynamic, engaging journey from awareness to empathy to action.

The objective is to forge greater understanding of and skills in empathetic family planning counseling that is tailored to the individual needs of each client and supports the client to make their own informed choice about contraceptive use.

This pamphlet includes an overview of the tool, planning tips, and a sample facilitator script.

How do I use the client-provider card deck?

The client-provider card deck is designed to be used by pairs of clients and family planning service providers during a one-time training. Providers may choose to use select cards during consultations, if desired.

Light facilitation during the training is recommended, particularly to ensure respectful conversations, keep the activity to time, introduce and conclude sessions, and share experiences between each of the three rounds.

Tell me more

The client-provider card deck includes three rounds:

1. "Mambo" to help participants develop rapport.
2. "Discover" to explore the factors that impact family planning attitudes and service delivery.
3. "Connect" which presents service delivery scenarios and invites providers to commit to improving family planning service delivery and clients to prepare for a future family planning visit.

Getting started

Using the client-provider card deck is simple, but it requires some preparation.

Card review:

When planning your session, consider your participants' needs and readiness to talk about reproductive health and family planning. Review all cards in the deck. Remove any you think will be counterproductive to the activity.

Participants:

The deck is designed to be used with clients who are somewhat familiar with reproductive health and family planning services, family planning providers who are interested in better understanding their clients, and those supervising these providers. Participants need to be able to read.

We recommend having no more than 15 client-provider pairs in any training (max. 30 participants) so pairs can hear and talk with each other at a comfortable volume. If you have more than 15 client-provider pairs, consider holding one session in the morning and the other in the afternoon.

Facilitation:

When planning, think about how participant literacy, age, and gender dynamics might impact the activity. During the session, pay attention to body language to ensure participants feel safe and comfortable—and that facilitators are prepared to intervene if needed to ensure participant well-being.

Room set up:

The client-provider card deck is designed for use between pairs of clients and family planning service providers. Placing a small table between the client and the provider might make each feel more comfortable and focused. They have somewhere to lean, personal space, and somewhere to put their belongings. Each pair should be spaced far enough away from other pairs to allow for some privacy.

Agenda

Time	Activity
10 min	Welcome and introduction
15 min	Introduce the Client-Provider Card Deck • Overview of the card deck • Facilitators role play 1-2 cards • Questions
35 min	Round 1, break
1 hour	Round 2, break
55 min	Round 3, break
15 min	Participants share commitments **Clients are excused after participants share their commitments.*
15 min	Introduce the Together We Can activity • Overall activity • United tools Questions • Supervisor check-ins
5 min	Round 3, break

Timing

Completing the client-provider card deck takes three and a half hours. If time is short, select a few key cards from each round for pairs to discuss. We recommend that participants take short breaks in between each Round.

The day of your session

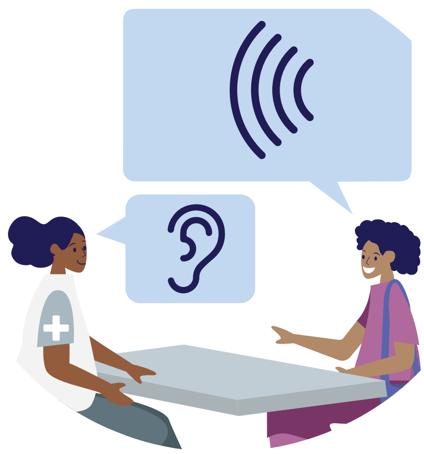
1 Start by gathering participants into pairs: one healthcare provider or supervisor and one client. Ask them to turn off their phones

2 Each pair will need their own deck. Facilitators should also have their own decks. Or, consider projecting the tool on a wall so everyone can see the same content at once.

3 Starting with Round 1, participants should discuss the content on each card.

- The cards are in numbered order and should be discussed one at a time.
- Each card indicates who should respond to the questions on the card.
- During Round 1, participants will take a pledge to respect each other and to keep an open mind throughout the activity. This is key to establishing trust between partners.

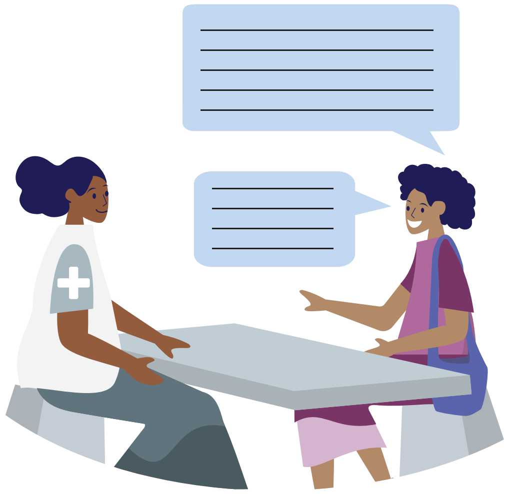
4 Once the participants have completed Round 1, move on to Rounds 2 & 3. We suggest adding a short break between each round to give participants time to move around and recharge.



5 After completing Round 3, consider inviting participants to share their thoughts as a group.

The remainder of this introduction provides short, suggested scripts to introduce the activity and each round. Remember, be conscious of time and know when to start and stop each Round. Have a great journey!

Round 1



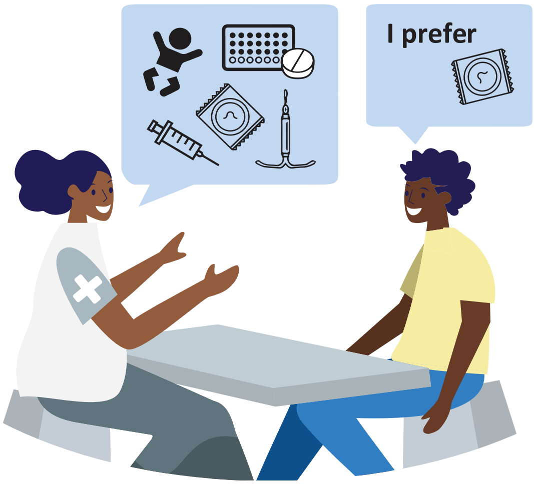
For facilitator:

Before beginning, divide participants into pairs of clients and providers and pairs of clients and supervisors. Ask participants to take The Pledge included in the card deck on card 3.

Facilitator reads aloud:

The first round encourages you to share personal experiences, perspectives, and more. We'll also talk about "family planning" a bit. Who can help us define this term? [allow time for response]

This round will set the tone for an open, honest conversation. There's an instructions card in your deck - you'll have just one or two minutes per card - get ready and have a little fun!



Round 2

Facilitator reads aloud:

This deck builds on Round 1 and invites you to discuss how your own experiences and relationships shape your family planning needs, attitudes and preferences.

In this round, we'll talk about "health services," "healthcare providers," and "contraceptive methods." Who can help explain each of these terms, so we each understand them well? [allow time for participants to respond, validate correct responses] Again, an instructions card is included in the deck for guidance, and you'll have just a few minutes per card - off we go!

Round 3

Facilitator reads aloud:

In this final Round, you are invited to imagine how the trust, compassion and understanding that you have built in Rounds 1 and 2 can be applied to improve family planning service delivery.

Scenario:

This Round starts with scenario cards. Take turns reflecting on each scenario, and answering the discussion questions. Most of these scenarios are based on real-world experiences from clients.

Discussion questions:

After completing the scenario cards, you will be asked to reflect on your takeaways from Rounds 1 and 2 and connect these insights to family planning service delivery. Again, you've got an instructions card in your deck. While we will have a little more time per card here, the facilitators will still help everyone keep moving so we'll have time to share afterwards.

Commitments:

After everybody has completed Round 3, invite a few participants to share the commitments they made at the end of the round

How to introduce the rest of the United materials?

For facilitator:

Excuse the clients after participants share their commitments.

Introduce the Together We Can package, with a detailed explanation of the United set of tools:
- Describe how the United Client-Provider Tools fit into the larger Together We Can package.
- Introduce the table tents, feedback boxes and forms, and the Couples Nights flyers.
- Show providers the note taking leaflet that some clients may bring to their consultations (provided in the Together Couples Games intervention).
- Explain that facility managers will be collecting client feedback from the boxes and sharing feedback with providers on a regular basis and supervisors should check in with those they supervise about the feedback they are receiving one to two times per month.

TOGETHER WE CAN

A package to foster client-centered family planning

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