

Listener Group Facilitator's generic guide

How to run a listening group session:

- Make sure your radio is charged up and that everyone can hear.
- In advance, make sure you are in a place with good radio reception.
- Get the listening group together a few minutes in advance of playing the programme.
- Groups work better when participants are of similar age and gender.
- Try to find a quiet space and ensure that all participants feel at ease
- Listen to the programme together – encourage people to pay attention.
- After the programme, lead a discussion with the group about the programme. The discussion should focus on the topic of the particular programme that you've just listened to

Top tips for a good discussion:

- Try to use open questions to stimulate discussion (what, why, how...?).
- Avoid leading questions and 'yes/no' questions.
- If some members of the group are quieter, gently encourage them to speak, if they want to.
- If some members of the group are dominating, gently ask them to wait a little so that other members of the group can also participate.
- Ask for people's opinions, rather than asking for 'facts' – the discussion will flow better.
- Don't be judgemental – your role is to facilitate a discussion amongst the community, not to decide who is right or wrong. Try to help the participants realise that all opinions are valid.
- Avoid raising issues that might cause people to recall traumatic events that they experienced before they arrived in Bangladesh.
- If someone raises a question that you don't know the answer to, or a worry that you can't help with, be honest – don't make it up! If you can, help the person find their answer through another service.
- If someone raises any very serious issue (like abuse, violence, rape, abduction) then be sure to refer this immediately to your supervisor.

At the end of the discussion:

- Quickly ask the participants for any feedback on the programme itself. Was it easy to understand? Were there any parts that were confusing? Was there any part of the programme that they particularly liked or disliked?
- Remember to give participants practical information on where to access services in their area, and where they can go with further questions or concerns after the listening group has finished.
- Fill in the form on the second page of this sheet, take a photo of it and send it back to CXBfeedback@bd.bbcmmediaaction.org

Listener Group facilitator's generic feedback sheet

How many people attended the listening group?

How many were:

Men:
Women:
Boys:
Girls:

People with disabilities:
Pregnant women:
Women with babies:
Older people:

Where did you hold the discussion?

Venue: Camp: Block:

What day and time did you hold the discussion:

Give a brief summary of the discussion. What were the points that you think people found most useful?
What were the points that people found more difficult to engage with?

Were there any concerns or problems raised by the community that you think it's important for the government / UN / NGOs to know about?

Were there any comments (positive or negative) about the radio programme itself? Did the community find it easy to understand? Did it provide useful information? What information was missing?