

How can we know if MMCT trainings are effective?

The Mobile Member Care Team is known for its contribution in Developing Member Care Competences. But how can we know that we are meeting our training objectives?

We want to be sure our workshops are preparing people to adequately provide what is needed for crisis care in environments where there often are limited resources. To this end, we have developed an instrument, a self-report survey, which measures participants' knowledge, skills, and attitudes in key areas of crisis care competence.

As they arrive at the workshop each participant is asked to respond to 12 statements which represent many of the learning objectives for the workshop. Using a Likert scale, they indicate how true they sense the statement is for them at that time. At the close of the workshop, they are asked to indicate again where they are, using the same 12 statements and scale.

Twelve Questions on the Participant Survey

1. I can identify the factors that contribute to resilience in cross-cultural assignments.
2. I have an understanding of the common reactions that adults have to a crisis.
3. I can do a basic assessment of how someone was impacted by a crisis.
4. I have a working theology of risk.
5. I can identify symptoms of depression in women, men and children.
6. I know where to find member care resources when I need them.
7. I can help someone who is grieving to better understand the grief process.
8. I have a plan for stewardship of my emotional and spiritual energy.
9. I appreciate the value of a peer debriefing after a crisis.
10. I could offer a supportive presence to a woman who was sexually assaulted.
11. I understand the importance as well as limits of confidentiality in my role.
12. I know how to build trust with those I lead.

Analysis of the Survey Responses



In our analysis, we note how many indicate they are at one of the top two positive scores on the scale. meaning the statement is completely, or close to completely, true for them. We note this for each statement pre-workshop and post-workshop and then calculate the change.

Crisis Response Training (CRT)

The CRT workshop trains mission leaders and Peer Responders to provide appropriate care before, during and after crises that impact cross-cultural workers. Leaders and peers are trained together during about 80% of five days of training. Peers stay for a sixth day of more in-depth training on crisis debriefings.

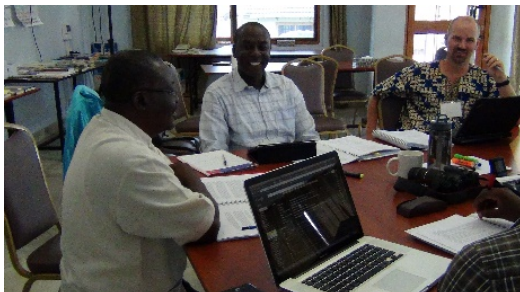


MMCT-West Africa CRT Workshops

Pre-Post Change in Total Percentage of Top Two Responses

Workshop	Country & Date	Pre %	Post %	Pre-Post Change
CRT	Nigeria 2009	39%	78%	39 (100%)
CRT	Burkina 2010	28%	74%	46 (164%)
CRT	Ghana 2012	54%	93%	39 (72%)
CRT	Ghana 2013	56%	93%	37 (67%)
CRT	Nigeria 2015	57%	95%	38 (65%)
CRT	Ghana 2016	51%	91%	40 (77%)

Member Care while Managing Crises (MCMC)



In locations where we do not yet have a licensed counselor to resource peer responders, we have provided a crisis workshop designed for leaders. The MCMC includes many of the same subjects as the CRT but does not train peer responders. Below are the survey results of MCMC's done in

East Africa and other locations in the world.

MMCT-East Africa Workshops

Pre-Post Change in Total Percentage of Top Two Responses

Workshop	Country & Date	Pre %	Post %	Pre-Post Change
MCMC	Uganda 2010	29%	74%	45 (155%)
MCMC	Kenya 2012	63%	92%	29 (46%)
MCMC	Uganda 2013	64%	96%	32 (50%)
MCMC	Uganda 2014	55%	91%	36 (65%)
MCMC	Kenya 2016	61%	90%	29 (48%)

MMCT-International Workshops

Pre-Post Change in Total Percentage of Top Two Responses

Workshop	Country & Date	Pre %	Post %	Pre-Post Change
MCMC	Egypt 2009	70%	98%	28 (40%)
MCMC	Germany 2011	59%	89%	30 (51%)
MCMC	Spain 2012	61%	89%	28 (46%)
MCMC	Turkey 2014	69%	93%	24 (35%)
MCMC	Turkey 2016	57%	97%	40 (70%)

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