

Regional Seminar & Learning Event on
Local Government and Pro-poor Service Delivery
10 –12 February 2004, ADB Headquarters, Manila, Philippines

The Seminar as a Learning Event

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Learning Event

Objectives

Learner Groups

Learning Opportunities

Learning Process

Learning Outputs

Learning Event Objectives

Create Enabling Environment for Learning

Identify Potential Learning Points



Capture Learning that has taken place

Report on what has been Learned

Advise on how Learning can be Improved

Examples of Learning Points

User feedback is important in monitoring and improving services

Poverty Profile is important in identifying and targeting the service needs of the poor

Public disclosure of service standards is critical in influencing the city government to continuously improve its services



Learner Groups

Participants

Presenters

Sponsors



Learning Event Organizers



Millenium Development Goals – for 2015

Eradicate extreme poverty and hunger

Achieve universal primary education

Promote gender equality and empower women

Reduce child mortality

Improve maternal health

Combat HIV/AIDS, malaria and other diseases

Ensure environmental sustainability



Develop a global partnership for development



Sammy

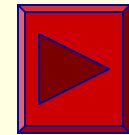


Lili



Joel

Advisory Team



Support Team



Merly



Liza



Karmina

Learning Opportunities

Presentations



Group Learning Activities



Networking

Display Room

Information Packs

Makati visit

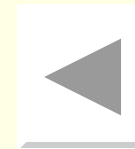
Presentations

1. Continuous Improvement in Service Delivery in the Urban context
2. Urban Governance & Poverty
3. Improving Local Government Service Delivery in Rural Areas
4. Enhancing Citizens' Role in Service Delivery Improvement



Group Learning Activities

1. Benchmarking & Continuous Improvement Techniques
2. Improving Service Delivery in Rural Areas
3. Strengthening Citizens Voice & Effective Partnerships



Learning Process:

Learning Points identified by
Presenter

Presentation made

Participants Assess Value of Learning
Points

Learning Process: Recording

Participants record extent of learning



Facilitators collect learning records

Documenters analyse learning records

Learning Board Preparation and Reporting

Learning Event Coordinators Prepare
Learning Boards ▶

Daily Presentation and Discussion on:

- ❖ Two Learning Boards
- ❖ Group Learning Activity



Learning Board: Title

Relevance of Presentation

Usefulness of Learning Points Made

Other Important Learning Points

Important Comments/Observations



***Happy Learning &
Thank You***

