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***IFES Ltd***

***FINAL REPORT***

***ON***

***KOSOVO VOTER EDUCATION  
OUTREACH PROJECT***

***September – November 2000***

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January 2001

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IFES LTD - KOSOVO  
VOTER EDUCATION OUTREACH PROJECT**

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## I. EXECUTIVE SUMMARY

With support from the Department for International Development (DFID), IFES Ltd initiated and delivered an interactive voter education outreach programme in Kosovo targeted at the furthest and most remote communities in all five regions of the province. The project began on 25 September and concluded 4 November, following the 28 October 2000 municipal elections. The project, unique to Kosovo, featured regional Kosovar trainers and the delivery of interactive voter education which took place daily during the last three weeks of October leading up to the municipal elections. The aim of the project was to reach Kosovars in rural areas in all regions - some without access to television or radio – and to ensure that they received information about Election Day procedures and municipal governance, including:

- Understanding the voting process
- Secrecy of the ballot
- Nature of local governance - what freely elected local government can do, and the role citizens can play in the process to improve their lives and hold elected officials accountable.

Twelve trainers covering all five regions in Kosovo conducted the active three-week outreach work. The final results of the outreach project far exceeded initial estimates. In the 15 days of training delivery (10 October through 27 October), 6,478 Kosovars attended interactive voter education discussions across the Province in 248 sessions.

## II. PROJECT BACKGROUND

In a July 2000 assessment funded by DFID, IFES Ltd developed a detailed, costed project proposal for a DFID-supported voter education programme for Kosovo's municipal elections. After consultation with officials from the Organisation for Security and Cooperation (OSCE) throughout Kosovo, discussions with European and North American non-governmental organisations, and Kosovar citizens, IFES Ltd recommended that DFID undertake a project focused on predominantly rural areas in order to complement and strengthen the existing OSCE programmes, including a targeted outreach programme for women, youth and minorities. As a result, DFID awarded IFES Ltd a grant to implement a project aimed at the grassroots level to educate individuals on the process of elections. The activities outlined were designed to ensure that citizens developed a better conceptual understanding of how a democratic system works and exercised that knowledge by increasing active engagement in local political life. The project's goal was to ensure that a voter education programme was developed focusing on the most fundamental level, villages and small communities without access to television or radio, and that it was carried out by Kosovars themselves.

In September 2000 IFES Ltd and the OSCE Division of Public Information developed *Scope and Roles for a Joint OSCE/IFES Voter Education Outreach Program* (Appendix A) in advance of the 28 October 2000 Municipal Elections. IFES Ltd proposed to complement the existing OSCE public outreach programme. The work of IFES Ltd was unique because it used a face-to-face technique of education using local mobile trainers familiar with the region. Recommendations for refining the programme developed for this project are included throughout this report. The training and delivery techniques worked well and allowed the project to go forward in a professional, expeditious, and smooth manner. Objectives were achieved: information on voter education was delivered, community members were introduced to municipal governance concepts and their responsibility in that process, and excellent local Kosovar trainers were identified to deliver the voter outreach sessions. An added bonus was the increase in the capacity of Kosovo to undertake such activities itself.

### *Project Implementation*

The aim of the IFES Ltd Voter Education programme in Kosovo was to reach Kosovars in rural areas in all regions and to ensure that they received information about Election Day procedures and municipal governance. IFES Ltd coordinated with the OSCE Division of Public Information to deliver complementary programmes to the Kosovar voters. Together, they provided a uniform message to the Kosovars by using the same OSCE materials that focused on the importance of the vote and voting procedures. While the OSCE concentrated its efforts on locations where they already had a presence, IFES Ltd used local mobile trainers and targeted the most remote communities in all five regions of the province.

The use of local trainers was perhaps the most unique aspect of the IFES Ltd programme. The project contributed to local capacity building and provided more effective training than had been seen previously in Kosovo, as the IFES Ltd programme was both culturally and linguistically appropriate.

### *Project Management and Staffing*

In order to implement the project within the limited time before elections, IFES Ltd hired Phyllis Greenfield (former IFES Senior Advisor in the Europe and Eurasia team) as the International Project Coordinator to coordinate with the OSCE Division of Public Information. Greenfield arrived in Kosovo on 24 September and initiated project activities including office set-up, staff and trainer advertising and hiring, conference planning, identifying and ordering voter education materials, arranging logistics and communications, and liaising with other international and local organizations. Greenfield also managed the project from the IFES Ltd office in Pristina, drafted project reports, supervised office staff, worked with media and internal structures, and provided support to the local trainers. Refki Morina joined the IFES Ltd team as a project assistant. Morina assisted with translation, logistics, and tracking of outreach sessions.

An IFES Ltd Voter Education Training Specialist, Susan Somach, was deployed to Kosovo on 3 October to oversee the project's training component. Because the OSCE did not have a training manual prior to her arrival, Somach developed much of the training of trainers material including the Trainer's Handbook. Somach developed and conducted the three-and-a-half day Training of Trainers Conference and supervised and monitored the daily outreach and discussion sessions of the trainers. Somach travelled to the regions daily (Monday through Saturday), met the trainers, monitored the sessions, responded to training questions, and clarified procedures.

### *Transportation*

The transportation needs of the trainers were met with a combination of trainer-owned and rental vehicles. Trainers were reimbursed for fuel and maintenance of their personal vehicles. IFES Ltd rented vehicles from RGS, a British car hire firm. The relationship worked very well and the firm proved reliable and trustworthy and provided Rover Maestros for use by the training team. The office vehicle, a diesel Land Rover Discovery, providing reliable transportation for the trainer and project assistant as they travelled daily to the regions to observe and meet with the training teams.

### *Contributions by OSCE Division of Public Information*

As outlined in Appendix A, OSCE provided IFES Ltd with office space, basic office supplies, communications and initial logistics access. OSCE also assisted by providing office space to the regional training teams. In three regions, the OSCE regional election offices provided desks and telephones for the teams. In the other areas, teams utilized trainers' personal offices. As a short-term solution to regional space issues, this was satisfactory. However, future work would require the allocation of offices in the regions for the trainers. Regional



offices would facilitate training delivery, and would enable trainers to develop materials as necessary based on community needs, to plan activities and to hold walk-in hours for community members. Regional offices would also assist with the development of community relations between local trainers and citizens.

#### *Voter Education Materials*

Access and availability of voter education materials created some problems. OSCE had agreed that IFES Ltd would use existing OSCE Public Information Outreach materials developed in accordance with *Election Campaign Strategy, OSCE Elections Operations, Department of Public Information, August 2000*. However, OSCE failed to provide the necessary materials in a timely manner, and materials were not made available in minority languages. Due to the scarcity of OSCE-produced materials in Serbian, trainers could not distribute attractive, language-appropriate voter education materials to the Serb-speaking Bosniacs - 15 percent of the project's target audience. As a result, IFES Ltd reproduced all materials in Serbian. Furthermore, trainers had to limit the project target audience at times because materials were not available in Turkish.

The following materials were to be used, provided by OSCE (at IFES Ltd cost) and imprinted with IFES Ltd and DFID logos:

- Voters Guide - a 15-page booklet describing the complete voting process, including candidate selection
- Voting System - double-sided leaflet on the voting system with more detail than the booklet
- Municipal Governance - double-sided leaflet on municipal governance and citizen interaction
- Ballot Paper - double-sided leaflet on marking the ballot

5,000 of each publication were ordered from OSCE. Early in the second week of outreach delivery, OSCE informed IFES Ltd that they could not deliver the materials in time for the outreach work. The project was then supplied with 4,000 copies of the Voters Guide in Albanian without charge. The IFES Ltd team then quickly photocopied the Serbian text of the Voters Guide for the Bosniac team to distribute.

### **III. PROJECT ACTIVITIES**

#### ***A. Identification and Recruitment of Training Teams***

Upon arrival in Pristina, Greenfield initiated a rapid recruitment of local personnel through UN NGO distribution networks, distribution of leaflets to university offices, word of mouth, staff contacts, email, OSCE field offices and OSCE Training Department. IFES Ltd international staff travelled to three regions to interview candidates, and candidates also came to the IFES Ltd office. Recruitment criteria included:

- serious interest in working in a politically neutral form
- willingness to work with all types of people (all ages, gender, disabilities, nationalities)
- previous leadership or teaching experience
- college education
- good communication and organizational skills
- excellent sense of responsibility
- willingness to work in/travel to home region
- ability to work independently

- good at problem solving
- outgoing, with common sense and good humour,
- English skills

As a result of a very successful recruitment, IFES Ltd had six excellent teams of twelve experienced, energetic and intelligent trainers. The background of the trainers spans the spectrum of professions, ranging from university professors to driving school instructors to local business owners. There were four women and eight men. All were politically neutral, although several lost family members in the war. The age range was from the late 20's to the mid 50's. The sixth team, composed of Bosniacs, was hired as an additional unit for Prizren in order to travel to the villages in the Jupa Valley and Dragash (Ruma) Mountains. These Serb-speaking villages are almost 100 percent registered to vote. These trainers worked as a team in the earlier voter registration effort, were enthusiastic and knew their audience well (see appendix B for profile of trainers).

### ***B. Train-the-Trainers Conference***

From 6-9 October 2000, IFES Ltd held a three-day train the trainers workshop for the 12 trainers recruited. IFES Ltd's Training Specialist, Susan Somach planned and implemented a highly interactive training with a strong emphasis on adult learning principles and a variety of training techniques. The first day focused on training basics, the second day on voter education content and the third day on action planning (see appendix C for the Training of Trainers Schedule).

From the onset, it was clear that most of those hired, including the teachers, had no experience with most of the training techniques used. Teambuilding and cross-cultural activities worked very effectively with the group and the team spirit grew quickly. Somach used train the trainer techniques by setting up each activity with an explanation of how and why the activity was being used and asking for feedback and reflection afterwards. Where appropriate, she provided post-analysis of interactions during the training to explain why she had chosen to respond in a particular way. As the training progressed, Somach coached the participants as they facilitated more of the activities and engaged in group work. To confirm the understanding of concepts, Somach utilised interactive exercises such as pair presentations on the OSCE Message Book content. Action planning began with a brainstorming session about how and where to conduct the outreach trainings. The teams spent the afternoon training sessions mapping out their trainings on regional maps and planning how to get started the first week. By the close of training, each team had all their training materials in hand and had developed their own plan for the first few days.

At the request of the Head of the OSCE Public Information Unit, OSCE international and local public outreach staff were to have participated in the IFES Ltd training programme. However, in the event none of the anticipated OSCE staff members attended any of the IFES Ltd training sessions.

### ***C. Training Delivery***

The trainers worked in teams of two to schedule, plan, and implement their own training sessions over a three-week period. Outreach meetings were held in the rural areas of Prizren (both an Albanian and a Bosniac team), Gjilane, Mitrovice, Peja, and Pristina, and were conducted up to the day before the elections, Friday, 27 October. All training teams worked as local observers on Election Day. Although the original project design called for two logistics assistants to be hired, working from the IFES Ltd Pristina office to arrange local meetings in the regions for the training teams, this soon emerged as impractical. Regional

session scheduling from Pristina posed insurmountable challenges including lack of reliable telephone communications and insight into village time cycles. It became clear early on that the trainers themselves, familiar with geography and socio-political elements in regional villages, needed to manage their own meeting schedules. This management scheme was practical and worked well. Regional schedules for trainers were modified to reflect the reality of communications and rural life. Training teams were allocated one day per week for scheduling voter education sessions and five days for voter education discussion groups delivered in the regions. With local management by the teams, scheduling was logical and geographically sound. Usually three sessions were held per day, both scheduled and spontaneous. Trainers conducted face-to-face voter information sessions in schools, churches, mosques, and factories. They focused on understanding the voting process, the secrecy of the ballot, and the nature of local governance.

In Mitrovica, the Democracy Officer included the IFES Ltd trainers in her ongoing training in order to ensure reaching more remote areas of the region. This cooperative plan ensured that the trainers supplemented the Democracy Officer's schedule with sessions to broaden and extend the voter education outreach.

#### *Reaching Out: 6,478 Kosovars Trained*

The six teams of trainers reached 6,478 citizens through 248 training sessions in this fifteen-day effort - far exceeding initial expectations of reaching 3,000 citizens. Teams held two to three interactive voter education discussions per day with 20 to 30 individuals at each session. Those who attended these discussion groups received concrete and direct information on the election process and municipal governance and on their role in the process. While the trainers had an agenda of concrete election-related topics that they covered in each session, questions and comments initiated by community members always resulted in expanded discussions. The IFES Ltd project was the first and only exposure to information about the election process that many of the participants had. Whilst the majority of participants were Albanian, the Prizren I team had 924 Bosniac participants and Peja 12; there were also 16 Turks and 85 "other" participants involved across the region. Unfortunately, no Serbs took part in these sessions.

The IFES Ltd team documented each session and its focus, and it was interesting to see how the nature of discussions following voter information presentations evolved through the three weeks of outreach delivery. The first week of training, 10-14 October, focused on the voting process, and community participants were also eager to discuss municipal governance after the elections, and economic issues. The middle week of training, 16-21 October, focused on the voting process, the technical aspects of marking ballots, voter identification and absentee balloting. The issue of the Kosovar flag, not allowed in the polling stations or displayed outside, was raised in many sessions. In more remote areas of Kosovo where little outside assistance had reached villagers, many were concerned about social services, particularly health, water and school improvement. During the final week of the outreach discussions, the teams concentrated on reinforcing the voting process, identification required for voters, absentee balloting, transmitting last minute instructions from OSCE election headquarters, discussing participant thoughts on hopes for the future, economic reform and individual and community needs, and once again concerns of voters on the flag issue. Villagers voiced concern about transportation as they considered their options to reach polling stations, some of which were over an hour from their villages.

Tallies of training over 15 days delivered in Kosovo in all five provinces follow:

<i>Region</i>	<i>Numbers Trained</i>	<i>Number of Sessions Held</i>	<i>Average Number of Participants Per Day (over 15 training days)</i>	<i>Average Number of Participants Per Session</i>
Prizren (Bosniac)	986	40	66	25
Prizren (Albanian)	1278	41	82	31
Gjilan/Gnjilane	1165	45	78	26
Mitrovicë/Mitrovica	741	37	49	20
Pejë/Pec	1023	41	68	25
Prishtina/Pristina	1285	44	86	29
TOTAL	6478	248	432	26

See appendix D for detail voter outreach by age, gender and ethnicity.

#### *Reporting*

Trainers called in regularly to report on meetings and to advise on their daily schedules. A system of tallying the results by date and region was instituted for the project and worked well. The project was able to monitor each meeting held and ascertain number and gender of attendees, locations, times and length of meetings as well as topics introduced by participants in addition to the trainers' slate of agenda items on voter education and municipal governance.

During the three-week voter education effort, Somach monitored the teams by travelling throughout the province to observe these sessions and coach the trainers on outreach techniques. This personal contact built a unique relationship that fostered morale and the continued development of the program.

#### *D. Election Observation*

*"How Well Have We Done Our Work?" - Impact at the Polling Station on the Voting Process*

##### *Context of IFES Ltd Observation*

On Saturday, 28 October, IFES Ltd observed elections in all five regions using its six two-person teams of regional trainers and the home office team. IFES Ltd teams observed 82 polling stations from 06:30 to the close of the polls. The purpose of the observation was to

assess how well the voters had understood their role in the voting process, and the process itself, from the training sessions. Observations took place in the polling stations in the communities where the teams had delivered training. Teams were at the polls to observe opening procedures and the day's observation plan included those villages where the teams had held voter education discussions. Each team was to visit a minimum of three polling stations and spend about an hour in each station in addition to voting in their own polling stations. Throughout the monitoring mission, the teams were to respect and follow rules of observer conduct.

The observation included an assessment of whether the voters knew the voting process as the IFES Ltd outreach teams had discussed it with them during the training sessions. Other standard election monitoring measures were included to broaden the context of the observation and assess the outreach training impact. The trainers felt that their work was justified, as a majority of the voters they observed seemed to know the voting procedure and turnout was high. However, they did note that more training and instruction is necessary to assist the handicapped, women and illiterate persons. Trainers observed that approximately 20% of the population in their areas are illiterate. It was also apparent that women were less informed about the process of voting, as they were asking how to vote. More specifically illiterate women did not realize their entitlement to vote, nor that someone could assist them at the polling station. There were also many questions raised on how handicapped people could vote. Thus, continued civic and voter education is necessary in Kosovo. It would not only clarify these issues but also promote a greater understanding of voters' role in the government and the roles of this government in their own lives.

IFES Ltd developed observation forms and instructions and trained the teams in observation regulations and how to complete the forms. These meetings reinforced earlier introductory training provided by Somach and NDI. In order to receive accreditation to observe the elections, KACI, a Kosovar democracy-based NGO, included the IFES Ltd teams on their list of accredited observers. IFES Ltd then reciprocated by observing for KACI in two regions where they had no observers.

*Technical Observation – Highlights of the technical observation included:*

- *Opening of the Polls* - IFES Ltd observers reported that most of the polling stations they observed opened late. When stations were late in opening, it was observed that they were late because of the delivery time of the materials and time required to explain procedures to polling staff.
- *Voter Identification* - While voters may have been referred to an absentee polling station because of voting list omissions, observers documented only two instances of voter identification not being accepted at regular polls. However, from twin or absentee stations, there were nine instances reported of voters refused conditional ballots. It would appear that the majority of voters knew what identification was acceptable and brought it.
- *Voters Knowledge of the Election Process* - The seven IFES Ltd teams ranked the sites they observed into overall categories reflecting the level to which the voters appeared to know the voting process. Seventy-five percent of the observed voters appeared to know the voting process.
- *Election Officials* - As observed by the IFES Ltd trainers, when the polls opened, the stations had all materials required and were prepared to carry out the elections. Many observation teams reported that officials appeared to have had adequate training for the job. There were several instances reported of inadequate supervision of local staff duties in accordance with the Polling and Counting Manual. In several absentee and twin polling stations where conditional ballots were cast, the staff did

not know the process to ensure the secrecy of the vote for conditional ballots through the use of smaller envelopes (to be placed inside the larger envelopes). In one polling station in a Bosniac village, there were no voting instructions in the station in Serbian. In Gjilan/Gnjilane the team noted that the officials did not seal the ballot box properly and would not respond to voters who asked why the box was not sealed correctly. With regard to special needs voters, an IFES Ltd observation team noted how in one community the same person continually assisted illiterate voters.

- *Overall Process* - Reports from all teams and the IFES Ltd home office team reinforced an overall feeling of positive expectation from the voters, although later in the day this was tempered with weariness and exasperation due to long waits at some polling stations. Crowd control inside the actual stations (often rooms in school rooms) appeared adequate. It was outside these rooms and in the school corridors that the masses pressed. Observation teams reported that overall the voters were able to cast their ballots without fear or intimidation and in most cases received accurate guidance on the voting process. One drawback was the slowness of the process. However, when the IFES Ltd observers timed voters from presentation of their identification to the Identification Officer until they cast their ballots, times varied in over 635 observed instances from one minute to 15 minutes with an average of four minutes per voter. The time does not include the wait prior to reaching the Identification Officer. This seems to contradict reported long searches through the voters' lists to identify names and photos.

#### ***E. Post-Election Workshop***

Within a week of the elections, IFES Ltd organized a two-day post-election debriefing with the team of local trainers at the Grand Hotel, Pristina (see appendix E for agenda). The objective of the two-day wrap-up conference was to provide a venue where the trainers could engage in an interactive assessment and dialogue on the project. Trainers were brought together to discuss what elements of the field discussion worked well and what could be improved in terms of outreach methods for elections, as well as provide input and recommendations for a follow-on civic education outreach project. The wrap-up also included a full review of the election observation. The personal contact and reunion of the trainers allowed for a comparative analysis of experience and helped solidify the team as a training unit. Before the debriefing began, each trainer completed a post-project questionnaire (see appendix F for questionnaire).

Throughout the two-day debriefing, trainers had the opportunity to share their personal experiences in their regions, review difficulties encountered during discussion groups, and highlight accomplishments. The trainers documented their recommendations for future programming and how they would enhance a voter education program if given the opportunity. (These recommendations are noted under recommendations for future programming and lessons learned).

### **IV. PROJECT IMPACT**

#### ***A. Outreach to Disenfranchised Communities***

Perhaps the most impressive component of the IFES Ltd project was the impact local trainers made by reaching disenfranchised communities. In particular, IFES Ltd trainers reached remote Bosniac villages and Ashkali camps, and worked with women and youth. Despite efforts to reach the Serbian communities, trainers were unable to hold discussion groups among the Serbian population.

In each of the five regions, impact on minority groups varied. For example, in the Pristina

region, trainers showed consistently strong results. Trainers' language skills (Albanian, Turkish, English and Serbian) and experience travelling to villages throughout the Pristina region during the voter registration period from April to July proved useful to the team. After facing barriers from municipal school administrators, the team shifted their strategy to a more flexible approach to planning training. The team continued to hold trainings in schools, but also concentrated more on religious institutions (mosques and churches) and spontaneous trainings in informal settings, such as cafes. They successfully provided trainings for ethnic Croatians in their community and Ashkali Romas at a refugee camp. They also held discussion sessions with extended families in mountainous villages. In these remote areas outside of Pristina, villagers thanked trainers for taking the time to visit them and to answer their questions. Many had felt isolated and uninformed about the electoral process.

In Prizren, the team reached their goal of conducting training in every Bosniac village in the Prizren area. Emrush Huduti and Rahim Smailji, both Bosniacs, had worked together through the registration process and thus were already familiar with and known by the villages in their region. They strategically planned their trainings based on geographic and weather considerations (going to higher villages first to beat the first snowfall). They faced a great challenge of long distances between isolated villages and travelled more than 100 km most days. They utilised several training techniques, including engaging their audiences in discussions about community needs. One drawback was their difficulty reaching women. To remedy this, they suggested that either the team should include a woman or a second all-women team should be established to provide the much-needed voter education to the Bosniac women. The team also recommended additional time or trainers to allow for multiple visits to the Bosniac villages in the Prizren area.

A second team in Prizren, Adelina Bojazhiu-Sopi and Valton Karaxhiu both had great enthusiasm for the project as well as strong communication and language skills (Albanian, Serbian, English). They worked exceptionally well together and developed a strong team rapport. They had a strong grasp of the training concepts, and their confidence and training skills developed considerably over the course of the project. With the large number of villages covering a wide and mountainous region, additional teams for the Prizren region would be advisable as well as other ethnic minority teams, such as Turkish and possibly Serbian.

Although all teams made an effort to reach women, the Peja team showed consistently strong results accessing women participants. Overall the Peja region proved to be a focal point for women. Local trainers were able to conduct all women training sessions; in particular female teachers turned out in high numbers. Trainers were also successful in identifying the need to increase outreach to the youth. Discussion groups held at secondary schools proved fruitful as students delivered the outreach message to their parents. Working with teachers and students was an important aspect of the overall success of the IFES Ltd programme. For example, in the Peja region, trainers relied on schools to get their message across, and teachers became a key element in conveying the trainers' message to a wider audience.

Trainers also overcame ethnic barriers through cross-cultural training and teambuilding. To create the most effective educational training program in Kosovo, Somach utilized a strong component of cross-cultural training and teambuilding for the entire project staff, both in the initial training and on an ongoing basis. During this project, most of the trainers participated in the three day group training in Pristina, with activities designed to break down inter-ethnic barriers and to build team spirit. After only this short amount of time, the benefits were apparent in the complete acceptance of the Bosniac team and the sincere efforts of virtually every team to conduct either mixed ethnic or cross ethnic training sessions. Moreover, the

Albanian trainers willingly crossed the linguistic divide to communicate with the Bosniacs in the emotionally-charged Serbian/Bosnian language, even in public settings. They also became more sensitised to the difficulties of the current political situation for ethnic minorities in Kosovo.

Overall, the IFES Ltd teams met and exceeded the targets outlined in the DFID proposal of September 2000. While the OSCE Public Outreach Teams efforts were weakened due to limited accessibility to remote villages, language barriers, and lack of local capacity, the IFES Ltd project was able to reach those voters commonly disenfranchised in the electoral process through the use of local Kosovar trainers.

### ***B. Building Kosovar Training Capacity***

Overall, the capacity-building aspect of the Joint Voter Education Outreach Project has left a tangible legacy of the international support to the elections process. As a result of the three-day training conference, the extensive and interactive voter education outreach discussions, and the two-day wrap-up conference, there remains, a core of professional Kosovar trainers. These core teams have the judgment and delivery skills to adapt a variety of training and group discussion techniques to any outreach programme, communicating directly with Kosovars from all regions and backgrounds. This will enable IFES Ltd to establish an office and initiate future outreach work in the province with almost seamless continuity, should further funding allow it to continue.

An important impact of the voter education programme was that IFES Ltd trainers, mainly from urban settings, felt a personal growth and satisfaction from their work. They felt that they had made a difference, learned about new communities in their regions and discovered new areas and people within Kosovo with whom they would never otherwise have had interaction. A true testament to the barriers broken during the short IFES Ltd programme can be seen with the Pristina-based professor visiting the Ashkali community on more than one occasion.

### ***C. Recognition***

The project was news. It was unique in that it reached the furthest outlying areas of the province, was a high energy and focused endeavour, used Kosovar trainers, and built the capacity of Kosovars to train other Kosovars. The following media coverage of the project occurred:

- *OSCE Television Briefing*. 17 October. RTK Public Television Kosovo produced a panel discussion with two trainers from Mitrovicë/Mitrovica and Susan Somach as a corollary to earlier UNMIK filming 13 October in Ferizaj. While the Tuesday panel discussion centred on Election Day procedures, the Albanian flag issue was raised and then addressed by Somach. It was a sensitive issue with Albanian Kosovars that the Albanian flag would not be flown at polling stations on Election Day. Many hours of training time were devoted to this issue. OSCE had ruled that no flags would be flown at polling sites due to minority sensitivities. Finally, on the Thursday prior to the election, 26 October, OSCE announced that flags of ethnic cultures inside Kosovo could be flown outside polling stations on Election Day and this brought an end to the controversy and high tension.
- *RTK Radio Interview*. Following the TV interview, Somach and the two Mitrovicë/Mitrovica trainers were interviewed for public radio.



- Print Article, Reaching Out to Kosovo's Rural Areas - 20 October, Election Watch. IFES Ltd drafted an article on the project for Elections Watch, the OSCE Intranet newsletter. (appendix G)
- RTK Radio Interview, 18 October. The radio reporter from RTK Public Radio followed up with a field interview in Pristina at a discussion session. There he focused on audience participation in the discussion as well as the two trainers.
- RTK TV Panel Discussion, 27 October, Refki Morina, IFES Ltd Project Assistant, participated with OSCE Public Information Kosovar staff in a televised call-in question and answer program from 20:00 - 21:00 to respond to last minute questions by the voters across Kosovo. From the response the IFES Ltd management team received while observing on Election Day, many voters had seen Morina, and the public reaction to the programme and his answers was very positive.

#### **D. Endorsements and Future Work**

The Department of Education of Kosovo endorsed the Voter Education Outreach Project. That endorsement was conveyed to all regional education departments, and subsequently to local schools, so that the IFES Ltd Voter Education Outreach Project was introduced to the education community at all levels as a neutral, non-partisan part of the education process in the province. When IFES Ltd met with the international director of the Department of Education, we introduced the possibility of additional civic education work in Kosovo. The Department of Education was supportive and receptive, and would welcome further discussion. (In addition, groundwork was done with the University of Pristina for follow-on work in civic education curriculum development and teacher training.)

#### **V. LESSONS-LEARNED & RECOMMENDATIONS FOR FUTURE PROGRAMMING**

At the two-day wrap-up conference, trainers were given the opportunity to express their concerns, accomplishments, and hopes for future programming. Trainers' comments confirmed that there is a need to reach out to the female population as a separate group with more refined and tailored discussion groups, as well as to minority and youth groups. A big challenge in the Mitrovicë region is reaching the Serbian population, primarily in the north. With the right combination of carefully selected trainers together with significant trustbuilding, teambuilding and conflict resolution training, IFES Ltd believes progress on this issue could be made in future projects.

In retrospect, trainers agreed that training should have been conducted around unique village schedules in order to have the greatest impact. For example, most individuals were either at school or at work during training hours. As such, IFES Ltd would recommend that local trainers adjust training venues or times to coincide with community schedules. The training team from Gjilan realized that they needed to adjust their training techniques and chose to conduct discussion groups during the lunch hour at factories because here they found groups already assembled and ready to listen.

Choice of venue was also important for religion. By going to mosques and churches, trainers found that people with similar backgrounds and concerns gathered together thus facilitating the outreach discussions.

As with every region, the number of villages far exceeded the capacity of the team to reach them. Additional trainers and more lead time would have been necessary to reach those in the most remote areas and to keep citizens informed about changes in the electoral process. For example, the Peja region has an exceptionally large number of villages, especially in the Djakovë municipality, and would require more time or trainers to adequately cover it.

The male-female team structure was essential, particularly in village areas where women seldom leave the home. The Pristina team was somewhat disadvantaged by not having a woman trainer. They found it difficult to hold face to face discussion groups with women and could not encourage them to attend informational sessions.

#### ***A. Follow-on Civic Education Program***

In the course of the three-week outreach program, IFES Ltd trainers reported that most villagers turned discussions from voter education to questions of basic needs in the community. For example, many villagers inquired about what will or could be done about the poor infrastructure. However, the IFES Ltd trainers were trained in voter education. They explained that it would be the job of the newly elected municipal councils to address these issues.

Trainers also provided the following input as a part of the Wrap-Up Conference regarding topics for future civic education training:

- Role, responsibilities, and authority of municipal assemblies
- Responsibility of municipal government to citizens
- Proportional representation
- Direct and indirect mechanisms of evaluating municipal government
- Transparency and accountability
- Role of voters/citizens in holding representatives responsible
- How citizens can address issues to municipal assemblies
- Notification about municipal assembly open meetings
- Women's participation as candidates and as part of municipal government
- Fiscal responsibility of municipal government
- Anti-corruption
- Anti-discrimination
- Anti-nepotism
- Legal structures
- Legal process – e.g., property issues, crimes, etc.
- Lobbying mechanisms

Based on these recommendations and input by the training specialist, IFES Ltd strongly recommends implementation of a follow-on civic education programme to address these issues. Such a programme would provide citizens of Kosovo with a better understanding of their municipal government, necessary for the development of citizen action groups to interact with the new municipalities, and further education on their voting system to ensure well-informed voters in future elections.

#### ***B. Refined Training Techniques***

##### ***Future Training Needs for Trainers***

In evaluating her work and the overall impact of the IFES Ltd project, Somach noted that in terms of future training, it would be necessary for the training specialist to provide on-going training to local trainers to include both content and training techniques. The training should

also be conducted at both group and individual levels. In retrospect, Somach believes that more training was needed on the voting process for this project. Unfortunately, even three weeks before the election when IFES Ltd held its training-of-trainers conference, the available information was not detailed enough (perhaps because not all regulations had been finalised by OSCE) and many OSCE voter education materials were not available in all the relevant languages. Ideally, the initial training should provide a more equal balance of content and training techniques, and a consistent method should be established for disseminating information about changes not only to the trainers, but also to those participants already trained.

Future training should be conducted on two or three levels: whole group, regional, and team/individual. The initial training (and additional training at appropriate intervals) should be done with the entire group together in order to promote group learning and teambuilding. If the size of the training staff is increased to one team per municipality or multiple teams per region, regional training could be conducted between whole group training sessions. Finally, team/individual training should be conducted in the form of coaching on an ongoing basis. In this way, the trainer can monitor the progress of the local trainers and work with them to improve their training techniques. The coaching component of the training is critical to the development of training and facilitation skills, especially for the Kosovars, who like many Eastern Europeans have never been exposed to these types of learning techniques. For the training to be most effective, it should include ongoing cross-cultural training and adaptation of techniques to the rural populations of Kosovo.

As a part of the wrap-up conference, IFES Ltd conferred with the local trainers to provide input on future project structure. Based on their recommendations, as well as Somach and Greenfield's reports, IFES Ltd recommends that future follow-on training programmes adopt the following approach:

- Increase the number of trainers and consider number of villages in dividing areas of responsibility
- Make sure each team is male-female
- Conduct some women-only training using only women trainers
- Start earlier (8-10 weeks in advance of election day)
- Provide and use publicity materials
- Provide demonstration materials (e.g., sample ballots, ballot boxes, etc.)
- Develop an earlier plan for training
- Plan to visit all villages in a region, and several times each
- Conduct trainings after identifying appropriate times for scheduling, including Sundays
- Develop and utilize plans for disseminating information (especially changes in election procedures) to trainers as soon as possible.

### ***C. Structural Recommendations***

Overall, the relationship of IFES Ltd with OSCE was fruitful. Undoubtedly, the Voter Education Outreach Project could not have been developed and implemented in such a short timeframe without the administrative support of OSCE in providing space, computers and telephones. It was useful to have a solid base from which to begin work immediately. The internal OSCE bureaucracy caused some delay, but it did not slow down project work as IFES Ltd staff and trainers developed complementary materials, training visuals, and outreach techniques.

For future programming, it would be more advantageous and effective for IFES Ltd to

establish itself and operate independently. As a totally neutral organisation in its approach to elections and civic education, it can build a base of trust through consistency in its message of democratic neutrality, and demonstrate the will and ability to work with all ethnic groups within Kosovo, regardless of registration participation, minority status or other political agendas. Independence would allow the IFES Ltd Kosovar outreach teams to be more effective and credible within the Province in all regions. In some cases it would be easier for the trainers to gain the trust of villagers.

#### Staffing

Ideally, project staff should include a local coordinator, an international trainer/coordinator, and full-time and part-time training teams. The full-time training teams should comprise a team for each of the five regions (Gjilan, Mitrovicë, Prishtina, Peja, and Prizren) as well as three minority teams to cover concentrated areas (i.e., a Bosniac and a Turkish team based in Prizren, and a Serbian team based in Mitrovicë). Local part-time trainers should be hired for each municipality to conduct trainings, especially in the evenings and weekends. The number of trainers per area should depend in part on the number of villages as well as the geographic area to be covered. As much as possible, teams should include a male and female member (or a separate all-female team as appropriate) with multilingual capabilities.

#### Areas of Concentration

To complement the regional work and enhance inter-regional cooperation, the five regional training teams could also each have a special area of concentration – women, youth, elderly, illiterate, and handicapped – in which to develop targeted training materials and activities. The minority teams could be tasked with the primary responsibility for translating materials into their languages, thus ensuring that materials would be available in all four languages.

## VI. CONCLUSION

The IFES Ltd Kosovo Voter Education Outreach Project expanded the reach of voter education to rural and outlying areas that would not have received important information or attention in the October 2000 municipal elections. The project provided personally delivered voter education in an open and tolerant atmosphere in which the concerns of individuals about the election and technical questions could be expressed without fear. While the project provides an overall blueprint for one dimension of voter education, it also emerged that rural Kosovars represent an enormously important segment of the population. This segment, those less touched by mass media and technical assistance, is important in the reforming and rebuilding of Kosovo. IFES Ltd could concentrate its work on this population and expand it to include other minority populations which the project could either not address or not address adequately in this programme of information delivery. The expansion would include Serbs, whether registered to vote or not, and Ashkali, among others. Addressing these populations in elections, likely within the next year, is one area of potential work for IFES Ltd in Kosovo. As has been discussed at length among the project team and with the IFES Ltd staff, there is a definite role for this kind of project under the administration and implementation of IFES Ltd. Work should also continue on the overall and individual development of civil society, including civic education and community development at the municipal level. It makes good sense to continue the role with which the project has already worked in the municipal election, whilst expanding to include less dominant populations.

**Organization for Security and Co-operation in Europe  
MISSION IN KOSOVO**

**JOINT OSCE/IFES VOTER EDUCATION OUTREACH PROGRAM**

**SCOPE AND ROLES**

**SCOPE**

- Single Outreach Program jointly incorporating staff from OSCE Elections Public Information (PI) Outreach Section (local and international) and IFES Outreach (local) staff.

**GOAL**

- Provide in-person civic and voter education to groups throughout Kosovo.

**TARGET AUDIENCE**

- Joint Outreach Program staff will meet as many voters throughout Kosovo as possible, and will focus in particular on the target groups of women, youth, persons with disabilities, rural residents, and illiterate persons.

**ACTIVITIES/ROLES**

- Teams of 2-person OSCE PI [OSCE funded] and IFES [DFID funded] Outreach staff will plan to conduct 1 to 2 discussion groups per day with voters throughout Kosovo. Participant groups will range from approximately 10 to 40 persons.
- OSCE international Outreach Officers will, additionally, make presentations to the international community throughout Kosovo, e.g., UN, international NGOs, and to groups within the Officers' respective OSCE PI mandates, e.g., political parties, KFOR. [OSCE funded]
- Special events may be conducted and or attended throughout Kosovo by IFES Outreach staff [DFID funded], or by OSCE PI Outreach staff [OSCE funded].

**PROGRAM CO-ORDINATION**

- Joint OSCE/IFES Outreach Program staff will be constituted into two-person teams, i.e., existing OSCE Outreach teams of one international Outreach Officer and one local Outreach Assistant will continue, and IFES local Outreach staff will be constituted into two-person teams.
- Outreach Program discussion groups and presentations will be centrally co-ordinated by the joint Program Managers (OSCE PI Chief and IFES Program Administrator).

- Target group activities will be co-ordinated in consultation with the OSCE international Outreach Officer with the mandate responsible for that target group, i.e., women, youth, persons with disabilities, minorities.

### **PROGRAM MANAGEMENT AND SUPERVISION**

The Joint Outreach Program will be jointly managed by:

- OSCE Elections Chief of Public Information [OSCE funded] and IFES Program Administrator [DFID funded].
- OSCE PI Outreach staff will report directly to, and be supervised by, OSCE Chief of PI.
- IFES local Outreach staff will report directly to, and be supervised by, IFES Program Administrator.

### **STAFF**

The Joint Outreach Program staff will include:

- OSCE Public Information Staff of 4 Outreach Officers (internationals) and 4 Outreach Assistants (locals). [OSCE funded]
- IFES staff of 12 local staff, including 10 Outreach Officers and 2 Office Assistants; 1 IFES Program Administrator, and 1 IFES Civic and Voter Education Training Specialist. [DFID funded]

### **TRAINING**

- Training of all Joint Outreach Program staff conducted by IFES Training Specialist. [DFID funded]

### **OFFICE LOCATION**

- OSCE PI Outreach staff located in Elections Building, Pristina. [OSCE funded]
- IFES Program Administrator, Training Specialist, and Office Assistant/s located in Elections Building, Pristina. [OSCE Elections to provide and fund one office, furniture, computers, 3 telephones for up to 4 staff]
- One IFES local two-person Outreach staff team located in five Kosovo regions. [DFID funded]

### **TRANSPORTATION**

- Transportation is defined to include vehicle, driver, fuel, vehicle maintenance and repairs, insurance, and any other unidentified vehicle-related costs.
- OSCE Outreach staff transportation. [all costs OSCE funded]
- IFES Outreach staff transportation. [all costs DFID funded]

### **CIVIC AND VOTER EDUCATION CONTENT, MATERIALS/PRODUCTS**

- The content of group discussion and presentation information will be consistent with the core messages contained in the Annex No. 1 Message Handbook to the *Election Campaign Strategy, OSCE Elections Operations, Department of Public Information, August 2000*.
- The Joint Outreach Program will utilize OSCE PI Outreach materials developed in accordance with *Election Campaign Strategy, OSCE Elections Operations, Department of Public Information, August 2000*, and identified in the accompanying Strategic Plan chart. Materials content, design, volume, and dissemination is determined by PI in accordance with the Strategy. Language of materials is in accordance with OSCE policy, Strategy, and resources. [OSCE funded]

**TRANSLATION**

- 'In-person' and 'documentation' translation requirements for OSCE PI Outreach staff to be met within current OSCE complement and resources. [OSCE funded]
- 'In-person' and 'documentation' translation requirements for IFES Outreach staff to be met within IFES staff complement or funded by DFID.

**SURVEYS**

- OSCE Elections PI is currently conducting a public research project. This research is underway and includes a baseline survey, two follow-up tracking polls and may include focus groups. The scope and funding of that survey has been determined. [OSCE funded]

**FUNDING**

The Joint OSCE/IFES Voter Education Outreach Program will be funded as follows:

- OSCE Elections will fund OSCE PI Outreach activities as identified in its *Election Campaign Strategy OSCE Elections Operations, Department of Public Information, August 2000* as elaborated above. No additional Joint OSCE/IFES Outreach Program costs will be borne by OSCE.
- DFID will fund IFES participation in the Joint OSCE/IFES Outreach Program as identified above. Additional IFES Outreach costs not identified above, e.g., IFES Outreach Program staff long distance telephone costs, will be borne by DFID upon agreement by DFID and IFES.
- IFES Outreach Program participation cost over-runs will be met by additional DFID funding or equivalent curtailment of IFES Outreach Program activities.

**POST ELECTION ACTIVITIES**

- No commitment is made for OSCE PI Outreach post-election activities.
- IFES post-election Outreach activities may be conducted as defined by IFES and funded by DFID.

OSCE, Election Operations, Public Information  
September 12, 2000

## Trainer Profiles

### Gjilan/Gnjilane:

- **Shukran Dabi:**  
Gender: Female  
Ethnicity: Kosovar Albanian  
Marital Status: Married no children  
Occupation: NGO Activist
- **Kemajl Kurteshi:**  
Age: 36  
Gender: Male  
Ethnicity: Kosovar Albanian  
Marital Status: Married  
Education: Biology Faculty (Genetics), Prishtina University  
Occupation: Assistant of Biology, Prishtina University
- **Diana Metushi:**  
Age: 22  
Gender: Female  
Ethnicity: Kosovar Albanian  
Marital Status: Single  
Education: Prishtina University, Chemistry, English/German  
Occupation: Translator for USAID, Student

### Mitrovicë/Mitrovica:

- **Alie Tmava:**  
Age: 38  
Gender: Female  
Ethnicity: Kosovar Albanian  
Marital Status: Married (2 children)  
Education: Economics Faculty, Prishtina University  
Occupation: Teacher of Political Economy, Secondary School

### Pejë/Pec:

- **Shkurte Demaj:**  
Age: 50  
Gender: Female  
Ethnicity: Kosovar Albanian  
Marital Status: Married (3 children)  
Occupation: School Teacher
- **Zef Krasniqi:**  
Age: 40  
Gender: Male  
Ethnicity: Kosovar Albanian  
Marital Status: Married  
Occupation: Commercial driver, former police officer (active in police union)



**Prishtina/Pristina:**

- **Driton Rushiti:**  
Age: 35  
Gender: Male  
Ethnicity: Kosovar Albanian/Turkish  
Marital Status: Married (2 children)  
Education: Economics Faculty, Prishtina University  
Occupation: Manager of Staja Comerc, private company
- **Muharrem Sopaj:**  
Age: 60  
Gender: Male  
Ethnicity: Kosovar Albanian  
Marital Status: Married (3 children)  
Education: Economics Faculty, Prishtina University  
Occupation: University of Prishtina, Professor of Russian Language

**Prizren (1):**

- **Emrush Huduti:**  
Age: 32  
Gender: Male  
Ethnicity: Bosniac  
Marital Status: Married (2 children)  
Occupation: Restaurant Owner, Commercial Driver
- **Rahim Smailji:**  
Age: 65  
Gender: Male  
Ethnicity: Bosniac  
Marital Status: Married (2 children)  
Occupation: Social Security Caseworker

**Prizren (2):**

- **Adelina Bojazhiu-Sopi:**  
Age: 30  
Gender: Female  
Ethnicity: Kosovar Albanian  
Marital Status: Married (2 children)  
Education: Faculty of Law 1988-1996  
Occupation: Administrative Assistant, Driving Instructor for private driving school (AL&BI Commerce)
- **Valton Karaxhiu:**  
Age: 25  
Gender: Male  
Ethnicity: Kosovoar Albanian  
Marital Status: Single  
Education: Faculty of Law  
Occupation: Student

**Attachment 3: Conference Schedule**

***IFES/OSCE Joint Voter Education Outreach Project  
Conference for Training the Trainers  
Pristina, Kosovo***

October 6, 7, 8, 9, 2000

For Regional Field Trainers, IFES staff and OSCE Election Outreach Staff

**Friday, October 6<sup>th</sup>**

9:30

**Registration, coffee, contract signing, per diem distribution**

10:00

**Introduction to the Joint Voter Education Outreach Program**, Phylis Greenfield  
Project Coordinator, IFES Ltd.

**Introduction to the Training of Trainers Conference**, Jeff Fischer, Director of Election  
Operations, OSCE

**Overview of Kosovo Elections**, Staffan Darnolf, Senior Advisor, OSCE

**Orientation to Project**, Susan Somach, IFES Ltd

**Icebreaking & Team Building Exercises**, Susan Somach

12:00 Lunch – in the Iliria Dining Room

13:00—15:30

**Basic Training Skills, Part I**, Susan Somach

Principles of Adult Learning

Training Techniques

Motivation Exercise

Facilitation

15:30-16:30 Coffee Break

16:30-18:00

**Basic Training Skills, Part II**, Susan Somach

Culture, Diversity, and Cross-cultural Competence

Meeting Planning

Effective Use of Materials Exercise

Conflict Resolution – Managing Difficult Participants

Evaluation (inc. identifying additional needs)

Dinner on own

**Saturday, October 7<sup>th</sup>**

09:00—10:30

**OSCE Message Handbook, Part I**

Review of Concepts: Power of Municipal Assemblies; Local Government –  
Representative, Legislative and Executive Functions; Voting System, Women in  
the Election

Questions & Answers

10:30—11:00 Coffee Break

11:00—12:30

**OSCE Message Handbook, Part I**

Community Issues Exercise  
Team Quiz

12:30—13:30 Lunch on own

13:30—15:30

**OSCE Message Handbook, Part II**

Review of Concepts and Procedures: Final Voters' List, Transparency, Steps in  
the Polling Station, Casting Your Vote, Count, Respect for Outcome  
Questions & Answers

15:30—15:45 Coffee Break

15:45—17:30

**OSCE Message Handbook, Part II**

Election Simulation  
Troubleshooting Exercise  
Evaluation (inc. identifying additional information needed)

**Sunday, October 8<sup>th</sup>**

09:00—10:30

**Administrative Matters, Phylis Greenfield**

Pay process, record keeping, finances, on the road, checking in, expectations, forms, etc.)

10:30—11:00 Coffee Break

11:00—12:30

**Election Observer Training, National Democratic Institutes (NDI)**

12:30—13:15 Lunch ensuite

13:15—15:30

**Introduction to Action Planning**

Brainstorming Activity - Identifying Types of Community Meetings and Training Activities  
Developing Training Outlines

15:30—15:45 Coffee Break

15:45—18:00

**Action Planning, Susan Somach**

Developing Regional Plans  
Building a Resource Network  
Evaluation (inc. identifying support needs)

18:00—18:30 Wrap Up

**18:30—19:30**

Certificate Presentation and Reception

Dinner on Own

**Monday, October 9<sup>th</sup>**

08:30

**Hotel Check out (leave baggage at hotel to pick up later)**

10:15

**Security Briefing: Vehicle and Personal Security, Leslie House, Chief Security Officer,**  
OSCE

**Distribution of allowances (gas)**

11:30

**Rental Car Pick Up and departure to regions**

### **Training of Trainers' Notebooks (2 English, 10 Albanian, 2 Serbian)**

- Cover Page
- Schedule
- Contract (2 copies: English & Albanian or Serbian)
- Handbook
  - Principles of Adult Learning
  - Training Technique: PRESENTATION
  - Training Technique: DEMONSTRATION
  - Training Technique: CASE STUDY
  - Training Technique: ROLE PLAY
  - Training Technique: SIMULATION
  - Training Technique: SMALL GROUP DISCUSSION
  - FACILITATION SKILLS
  - RECOGNIZING BEHAVIORAL STYLE
  - CULTURE & DIVERSITY
  - CROSS CULTURAL COMPETENCE
  - THE COMPETENT COMMUNICATOR
  - CONFLICT RESOLUTION: SPEAKING NEUTRALLY
  - MANAGING DIFFICULT PARTICIPANTS
- OSCE Message Handbook
- OSCE "The Voter's Guide to the Municipal Elections" and OSCE fliers/information sheets
- Administrative Forms (blank & color examples of completed forms)
  - Regional Trainers Delivery Schedule
  - Voter Education Attendance (each training session)
  - Trainers Timesheet
  - Mileage/Kilometer Log

### **Additional Materials Distributed to Training Teams**

- "Elections in Skenderaj" – example of OSCE outreach materials from Mitrovica
- Administrative Forms Packet (multiple copies of each)
- Training Supplies (20-pk colored pens, 10 jumbo colored markers, red/black markers, highlighters, pens, mechanical pencils, white-out, ruler, scissors, paper clips, mini staplers & staples, paper – A4 & poster size, masking tape, cellophane tape)
- OSCE posters and fliers

Region	Number of participants	Women	Men	Alb.	Ser	Turk	Bosn	Other	Age (Numbers are approximate)			
									>14	<18	<30	45+
Mitrovica	741	66	675	721	0	0	0	20		96	239	364
Prizren II	1,278	95	1,183	1,278	0	0	0	0	44	275	419	402
Prizren	986	0	986	62	0	0	924	0	18	269	414	490
Peja	1,023	210	813	1,011	0	0	12	0	4	75	706	203
Gjilan	1,165	172	993	1,151	0	8	0	6	76	111	457	411
Prishtina	1,285	173	1,112	1,218	0	8	0	59	0	602	356	203
<b>Total</b>	<b>6,478</b>	<b>716</b>	<b>5,762</b>	<b>5,441</b>	<b>0</b>	<b>16</b>	<b>936</b>	<b>85</b>	<b>142</b>	<b>1,428</b>	<b>2,591</b>	<b>2,073</b>

**IFES/OSCE Joint Voter Education Outreach Project  
Wrapup Conference  
Grand Hotel – Pristina, Kosovo  
November 1-2, 2000**

**Participants**

IFES Staff:           Phylis Greenfield, Project Coordinator  
                          Susan Somach, Training Specialist  
                          Refki Morina, Project Assistant  
                          Dana Beegun, IFES Washington

Regional Trainers:   *Gjilan/Gnjilane* – Shukran Dabi, Kemajl Kurteshi, Diana Metushi  
                          *Mitrovicë/Mitrovica* – Alie Tmava  
                          *Pejë/Pec* – Shkurte Demaj, Zef Krasniqi  
                          *Prishtina/Pristina* – Driton Rushiti, Muharrem Sopaj  
                          *Prizren 1* – Emrush Huduti, Rahim Smailji  
                          *Prizren 2* – Adelina Bojazhiu-Sopi, Valton Karaxhiu

**Wednesday, November 1**

**08:00 – 08:30 Reconciliation of receipts, per diem distribution, radio equipment return**  
(Turn in Training Wrapup Questionnaire by 08:30)

**08:30 - 09:00 Welcome – Susan Somach & Phylis Greenfield**  
**Opening Remarks – Dana Beegun, IFES Washington, DC**

**09:00 – 10:30 Roundtable Discussion on Election Observation**  
What you observed – “the good, the bad & the ugly”  
Process of observation – training, forms, preparation  
Reflection on voter education – what you might have done differently

**10:30-11:00 Coffee Break**

**11:00 – 12:30 Debriefing on Training, Part 1**  
Training results – team presentations  
Review of Wrapup Questionnaire  
Comparing & contrasting experiences

**12:30 – 13:30 Lunch – on your own**

**13:30 – 16:00 Debriefing on Training, Part 2**  
Troubleshooting Exercise  
Sharing stories

**16:00-16:30 Coffee Break**

**16:30 – 18:00 Recommendations for Future Voter Education Projects**  
Brainstorming  
General Recommendations – small group discussion  
Regional Recommendations - pairwork

**18:30 Dinner at restaurant in Gërmia**

**Thursday, November 2**

**09:00 – 10:30 Future Civic Education Needs**

Brainstorming  
General Recommendations – small group discussion  
Regional Recommendations - pairwork

**10:30 – 11:00 Coffee Break**

**11:00 – 12:00 Future Project Design**

General Design Issues  
Regional Specifics

**12:00 – 12:30 Team & Individual “Awards” Activity**

**12:30 – 13:00 Closing Remarks & Contact Information Exchange**

**13:00 Lunch – on your own**



*IFES/OSCE Joint Voter Education Outreach Project*  
Wrapup Conference QUESTIONNAIRE

Name: \_\_\_\_\_

Regional Team: \_\_\_\_\_

**Voter Education Materials**

What materials did you use?

Most useful materials

Why?

Least helpful materials

Why?

Additional Materials you wished you had: \_\_\_\_\_

**Techniques**

What techniques did you use? (please be specific, e.g., listing agenda on board, asking participants to look at handouts during training, etc.)

Techniques that worked well

Why?

1.

2.

3.

4.

Techniques that did not work well

Why?

1.

2.

3.

4.

What techniques that you were most comfortable with? \_\_\_\_\_

Why? \_\_\_\_\_

Identify those techniques that would be better with the following:

With women participants? \_\_\_\_\_  
\_\_\_\_\_

With men participants? \_\_\_\_\_  
\_\_\_\_\_

### Questions

Were there different issues of concern to women than to men? \_\_\_\_\_(yes/no) If yes, please explain \_\_\_\_\_  
\_\_\_\_\_

Top Five Most Frequently Asked Questions:

- 1.
- 2.
- 3.
- 4.
- 5.

What type of questions were easiest to answer? \_\_\_\_\_  
\_\_\_\_\_

Questions most difficult to answer

Why?

- 1.
- 2.
- 3.

Things You Wished You Knew/Understood Better:

- 1.
- 2.
- 3.
- 4.

## Audience Response

\_\_\_\_\_ % = Percentage of audiences satisfied with information provided

\_\_\_\_\_ % = Percentage of audiences dissatisfied with information provided

To what do you attribute the differences in audience response?

Time of Day. Explain: \_\_\_\_\_

Location. Explain: \_\_\_\_\_

Weather. Explain: \_\_\_\_\_

Ethnicity. Explain: \_\_\_\_\_

Education. Explain: \_\_\_\_\_

Life Experience. Explain: \_\_\_\_\_

Other. Explain: \_\_\_\_\_

Was there a difference in the response of the audience depending on whether the meeting was planned or spontaneous? \_\_\_\_\_ (yes/no) If yes, explain: \_\_\_\_\_

What could be done to increase the number of people who attend the trainings?

Specifically, what could be done to increase the number of women who attend the trainings?

## Planning

\_\_\_\_\_ % = Percentage of trainings that were spontaneous rather than planned

\_\_\_\_\_ Days = Average number of days in advance contacts were made for planned trainings

\_\_\_\_\_ Minutes = Average length of training session

Planning techniques that worked well: \_\_\_\_\_

\_\_\_\_\_

Planning techniques that did not work well: \_\_\_\_\_

\_\_\_\_\_

What would be the "ideal" plan for future voters' education?

\_\_\_\_\_ Minutes = "ideal" length of time for a training session

\_\_\_\_\_ % = "ideal" percentage of trainings that are spontaneous rather than planned

\_\_\_\_\_ Days = "ideal" number of days in advance of training to contact site

Additional planning ideas: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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## Reaching Out to Kosovo's Rural Areas

*By Phylis Greenfield and Susan Somach*

Over the last several weeks, a new voter education initiative has been taking place through a joint project sponsored by IFES Ltd with support by the OSCE's Public Information (PI) Division and funding by Britain's Department for International Development (DFID). The project, which was organized at the end of September and features regional Kosovar trainers, aims to get voter education material on issues such as voting procedures to people in rural areas throughout Kosovo. Many of these potential voters are without access to television and, sometimes, radio, thus creating difficulties in getting the key information they need in order to cast a ballot on election day.

Getting the project started — setting up a base in Pristina, identifying top-notch local trainers and staff, delivering intense and sustained training, establishing communications, transport and other logistics — began in earnest during late September. Putting together the groups of Kosovar trainers and the subsequent training

of them proved to be a challenging, yet highly rewarding, task. The result was a field complement of twelve trainers of remarkable poise, knowledge and skill who can now deliver appropriate and meaningful voter education in a way that engages Kosovars in the electoral process.

During the fast-paced and comprehensive Training of Trainers Conference, held October 6-9 in Pristina, groups of two and sometimes four Kosovar trainers were trained intensely on adult learning techniques and how these could be used to convey elections day procedures as well as the role of municipal governance. The methodology used to conduct discussions in village meetings included role-play, case studies, simulation and demonstrations.

The high level of attendance for each of the outreach sessions has been very encouraging. At the end of the first week, over 2,000 people participated in the discussions across Kosovo. Based on daily attendance, it is projected that by election day, the six special

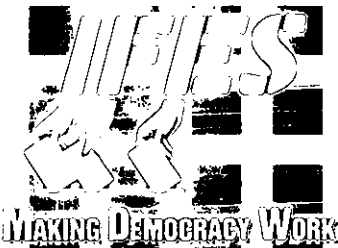
outreach teams will have discussed the electoral process and municipal governance with nearly 6500 Kosovars. The response to voter education delivered by this special project has been overwhelmingly positive and villagers have reacted enthusiastically.

In addition to getting the word about elections out to voters in rural areas, another important aspect of the joint voter education outreach project is that it leaves a tangible measure of international support to the elections process long after the elections are over. As a result of the three-day Training Conference and the expansive and interactive voter education outreach discussions in the regions, there will remain a core of professional Kosovar trainers. They have the judgement and delivery skills to adapt a variety of training and group discussion techniques to any outreach program communicating directly with Kosovars from all regions and backgrounds.

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