



# Warehouse Management Training of Trainers

18-19 June 2020 | Vientiane, Lao PDR

## Contacts

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## Introduction

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The warehouse management training of trainers (ToT) was designed to enhance the capacity of the Ministry of Labour and Social Welfare (MoLSW) in delivering and facilitating future warehouse management trainings for its own staff in national and provincial branches. This was in line with MoLSW's identified needs for the Logistics Preparedness Project to assist the Government in training their focal points in warehouse management and establishing essential infrastructure and systems for stock management of emergency relief items.

The ToT was held over two days in Vientiane Capital at the Crown Plaza hotel. One day was dedicated to theory and the other to practice. The aim of this ToT was to capture the skillsets needed for effective training delivery and facilitation such as sessions planning, resource planning, presentation and feedback provision, and supporting and monitoring of learning process. It was delivered by Alan Johnson, RedR Australia regional coordinator/trainer; Toulor Xiamai, Logistics Preparedness Officer; and supported by WFP logistics staff.

The seven participants included four MoLSW national staff and three PLSW (provincial branch of MoLSW) staff – one from Vientiane province, one from Champasak province and one from Oudomxay province. The participants had either attended the November 2019 warehouse management training or had prior experience in warehouse management.

The importance of the ToT was emphasised by the Deputy Director General of MoLSW; and the Country Director of WFP Lao People's Democratic Republic (Lao PDR), who opened the training.

## Background

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The consecutive floodings in 2018 and 2019 called attention to the need for humanitarian logistics capacity building in Lao PDR. The flood and its subsequent dam collapse in 2018 caused the permanent displacement of 5,000 people. The storm in 2019 affected over 650,000 people (with 100,000 people temporarily displaced at the height of the event). In 2018, numerous relief items were donated and the Lao PDR Government established a fixed warehouse complemented by two WFP-owned Mobile Storage Units (MSUs). As the 2019 event was significantly larger, Provinces had to set up temporary warehouses for the storage and distribution of relief items.

Based on the capacity building needs identified by MoLSW, a MSU Assembly Training of Trainers (ToT) was held in Vientiane in August 2019 and included participants from National and Provincial MLSW, the military, and Lao Red Cross. The participants trained in Vientiane then led the trainings in three other provinces (Oudomxay, Khammouane and Champasak) with the Project's support.

In November 2019, a warehouse management training workshop was held in Vientiane, with participants comprising MLSW staff from the 17 provinces, and one from the Capital. The warehouse management training enhanced the ability of Lao PDR to preposition, receive and distribute emergency relief items, and account for them correctly during disasters. The training module consisted of:

- Day 1: The theory of warehouse management, key considerations for establishing and managing a warehouse; storage and transport calculation exercises; introduction of new stock recording and tracking forms.
- Day 2: Application of the theory learned from Day 1 at the MoLSW warehouse; group warehouse assessment, scenario exercises and real time stacking, stock inventory and use of stack, and stock forms and the electronic record.

To ensure sustainability in humanitarian logistics capacity development in country, suitable graduating participants were then selected to attend this ToT workshop to provide them with the essential skills to deliver MoLSW warehouse management trainings in the future. Graduates from this workshop will lead Warehouse Management trainings for provincial offices in July and August 2020.

## Objectives

The following objectives were achieved during the workshop:

- To orient the participants on the theory of ToT including sessions and resource planning, presentation and feedback provision, training facilitation and delivery, learning support and monitoring.
- To prepare suitable graduating MoLSW staff for the roll-out of upcoming training sessions in the northern and southern provinces of Lao PDR.

## Training structure

### Classroom training

Day 1: Introduction of ToT theory and a one-minute presentation on the topic of each participant's choice.

Day 2: Individual 10-minute presentation each, with peer group and facilitator feedback. A set evaluation format was used for both presentations for peer group and facilitator feedback.

During the theoretical part, participants were gathered in a classroom to be trained on the use of PowerPoint. Furthermore, during practical sessions, the participants completed exercises and group work on the following topics:

- How to prepare session plans, prepare resources for delivery, deliver and facilitate training sessions, support and monitor learning, and discuss techniques for making presentations memorable.
- Share tips for giving useful feedback to our peers.
- Maintain and develop the learning-facilitation relationship.
- Monitor and review the effectiveness of learning.
- individual 10-minute presentations with peer group and facilitator feedback.

## Lessons and outcomes

- Introducing participants and staff in a unique way.
- Exploring expectations for the ToT workshop and setting personal objectives.
- Providing an overview of the ToT workshop agenda and introducing the visual road map.
- Agreeing on workshop norms and housekeeping.

- Techniques for making presentations memorable.
- Strategies for relating yourself to the audience. Understanding how to make session time more useful.



Training of Trainers theory and practice: presentation and peer group and facilitators feedback.

## Next steps

- MoLSW and the Project will prepare the roll-out of warehouse management trainings in the northern and southern provinces for MoLSW provincial-level staff in July and August 2020.

## Evaluation

Expectations were captured from participants in the warehouse management ToT outcomes and used as a baseline to evaluate if the training was meeting its own objectives. The expectations were reviewed at the end of the ToT to determine if the training successfully met participants' needs.

### Participants Expectations and findings:

1. Learn how to manage the warehouse - **met**
2. Learn how to do stock receipt, maintenance, dispatch – **partially met**
3. Develop the capacity to be a trainer - **met**
4. Learn techniques to do presentations - **met**
5. Learn techniques to train others - **met**
6. Share real lessons/examples of warehouse management – **met**

## Annex

### List of Participants (in alphabetical order by organisations and participants)

No	Organisation/Ministry	Name and surname	Status
1.	MoLSW	Ms. Fanta Douangmany	Participant
2.	MoLSW	Mr. Kimdavong	Chair
3.	MoLSW	Mr. Sackda Bouakhamsith	Participant
4.	MoLSW	Mr. Soupha Phoummavanthong	Participant
5.	MoLSW	Ms. Vilaykhone Keobounthanh	Participant
6.	PLSW of Champasak	Mr. Nyotxay AnAsa	Participant
7.	PLSW of Oudomxay	Mr. Thonglay Sidakham	Participant
8.	PSLW of Vientiane	Mr. Bounthong Phoummachak	Participant
9.	Red R	Mr. Alan Johnson	Facilitator
10.	WFP	Mr. Lalongkhone	Observer
11.	WFP	Mr. Toulor Xiamai	Observer
12.	WFP	Ms. Viengmany Onepaseuth	Observer
13.	WFP	Ms. Vongphachanh Chanthavongsa	Observer