## Onboarding Session

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**In this manual, the following icons highlight specific guidance and tips for**

Online support via Formando Conciencia+ 

Crianza con Conciencia+ chatbot

### Overview of Session

| **Onboarding Session – Overview** | |
| --- | --- |
| Lessons | * Parents learn about the lessons and structure of Crianza con Conciencia+. * Participants have basic phone use skills to access all relevant Crianza con Conciencia+ content and participate in the WhatsApp support groups. * Participants lay the foundation for working together well during WhatsApp support groups. * Parents are onboarded onto the Crianza con Conciencia+ chatbot and complete the onboarding and welcome flow. |
| Materials | * Temporary adhesive, pens, paper, flipchart, refreshments for the break (if relevant) * Phones * Wi-Fi router/connection * Screen and Projector |
| Preparation | * Set up the room with chairs in a circle. * Prepare materials and refreshments for the break (if relevant) * Save WhatsApp numbers to your phone and create a WhatsApp Support Group for selected participants |

| **Session Agenda** | | |
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| [Welcome](#_4uhrm6x340sr) | * Getting to Know Each Other | **15 min** |
| * Overview Of Crianza con Conciencia+ |
| [Getting Started with Crianza con Conciencia+](#_2afmg28) chatbot | * Introduction to Phone Use * Crianza con Conciencia+ chatbot onboarding * Resolving Challenges with Crianza con Conciencia+ chatbot | **60 min** |
| [Moving forward](#_bxndpn5da3e0) | * Setting up Ground Rules * Facilitator’s Role * Questions * Connecting Formando Conciencia+ and Parent ID * Closing Activity | **45 min** |
| **Total Time: 2 hours** | | |

### Before you Begin

#### Lessons of the Onboarding Session

The Onboarding Session sets the tone for Crianza con Conciencia+. It is important to create a welcoming and safe space for the participants to feel at ease and familiarise themselves with using the Crianza con Conciencia+ chatbot and joining the WhatsApp Support Groups.

Begin by welcoming and thanking the families for their participation and commitment to improving their relationships and supporting each other. Then, introduce Crianza con Conciencia+ so that the families know what they can expect.

Allow participants to express their own reasons and lessons for participating in Crianza con Conciencia+. This gives participants a sense of ownership in the process and helps us know more about each parent.

During the onboarding session, you want to accomplish the following things:

1. Make the participants feel welcome and supported.
2. Introduce Crianza con Conciencia+ to the families.
3. Establish ground rules for the interaction with Crianza con Conciencia+ and WhatsApp.
4. Ensure participants understand how to use their phones to do Crianza con Conciencia+ related activities by guiding them through the onboarding of Crianza con Conciencia+.
5. Assign home activities for parents to do after the session.

Remember that the parents are the experts, and you are the guide!

#### **Preparing your WhatsApp Support Group**

Please make sure you have done the following before the onboarding session starts:

* Save the names and WhatsApp numbers of the parents assigned to you on your phone (if available) so you can easily confirm details during the onboarding session.
* Create your WhatsApp group (with temporary group name, icon, description). The name of each WhatsApp group has the same structure:
  1. “Crianza con Conciencia+”
  2. A name selected by the group.

When you create your temporary group name, you will use "Crianza con Conciencia+”

You can keep your temporary group name or add a name to the temporary group name.   
For example, “Crianza con Conciencia+\_HappyFamilies”.

### Delivering the Session

#### Welcome

Welcome parents warmly and enthusiastically when they arrive at the session. Praise them for coming to Crianza con Conciencia+!

Once all the participants have arrived, you can formally welcome the group to the onboarding session of Crianza con Conciencia+. [**(Slide)**](https://docs.google.com/presentation/d/1o7V0JSdmBSLBjrCS7IYqwjJS_w45Eo0J/edit#slide=id.g2ad38e627e7_0_3)

##### Getting to know each other (10 min)

###### Overview

This activity will help the parents appreciate the diversity in the room and discover the connections between each other.

###### Instructions [(Slide)](https://docs.google.com/presentation/d/1o7V0JSdmBSLBjrCS7IYqwjJS_w45Eo0J/edit#slide=id.p32)

* Share with the parents that this is a silent exercise. The facilitator will read some of the statements one at a time.
* At the end of each statement, the facilitator will pause.
* Instruct that if the statement is true for a parent, they should step forward into the circle.
* Take a moment to have each participant look around who is in the circle with them and who is not.
* Then step back into the circle to listen for the next statement.
* When all of the questions have been read, invite the participants to add, one at a time, a statement that is true for you that hasn’t been mentioned already.

Read the following statements out loud:

1. I have only one awesome girl or boy.
2. Some mornings, I really want to sleep in till noon.
3. Dancing is my favourite activity.
4. I am a parent to a teen.
5. I feel being an adult is hard, but I try my best.
6. Singing helps me relieve my stress.
7. I am a parent to a little girl or boy.
8. I have still not mastered changing nappies.
9. I enjoy drawing or painting.
10. I have more than one girl, boy, or teen. .
11. I want to learn from the successes and mistakes of my mum or dad.
12. I love cooking.
13. When I play with my girl or boy, I become a boy or girl too.
14. I would like to improve my relationship with my girl, boy, or teen.

After reading the statements, encourage the parents to reflect on the connections they share with everyone in the room. Share with the parents that our experiences may vary, but our diversity is what makes our parenting community rich and vibrant. Despite our different backgrounds and journeys, we can learn valuable lessons from each other.

##### Overview of Crianza con Conciencia+ Programme (5 min)

###### Overview

This section provides an overall picture of Crianza con Conciencia+. It is like giving a map of the journey that the families travel together over the next few days.

###### Instructions [(Slides)](https://docs.google.com/presentation/d/1o7V0JSdmBSLBjrCS7IYqwjJS_w45Eo0J/edit#slide=id.g2742f19afeb_0_0)

Aims and Benefits of Crianza con Conciencia+ Programme

Share the aims and benefits of being part of Crianza con Conciencia+ with the parents.

The Crianza con Conciencia+ programme is for parents with boys, girls, or teens between 2 and 17 years old.

Now, when we say ‘parents’ and ‘parenting’, we mean someone who is caring for the boys, girls, or teens, whether that person is their biological parent or not. This includes any person who is a primary caregiver responsible for the wellbeing of the girl or boy.

The lesson of Crianza con Conciencia+ is to help build open, caring and trusting relationships between caregivers and their boys, girls, or teens. When we have healthy and positive relations, they help parents to keep their boys, girls, or teens safe and support their growth and development.

Main components of the Crianza con Conciencia+ Programme

Explain that participants will receive Crianza con Conciencia+ content and support in three main ways:



1. **Crianza con Conciencia+ chatbot**

Parents receive daily parenting tips via WhatsApp to help them with their relationship with their girl, boy, or teen (requiring only 5 minutes per day). Parents will receive 5 lessons on improving their relationship with their girl, boy, or teen:

* Spend One-on-one Time with My Girl or Boy/Teen
* Give Praise
* Create a Routine for One-on-one Time
* Noticing Feelings During One-on-one Time
* Keeping Calm When We Are Stressed

At the end of the 5 days, parents will receive a positive parenting certificate.



1. **WhatsApp Support Group**

Parents participate in WhatsApp chat sessions to learn how to take care of their mental health to support themselves and their families. Parents can also share their experiences around the lessons offered via the Crianza con Conciencia+ chatbot.

There are three chat sessions:

* After the onboarding session: Welcome, and introductions.
* Day 3: Self-talk: WhatsApp Chat session on self-talk and stress
* Day 5: Saying Goodbye

The Facilitator will only share discussion prompts in the WhatsApp Support group. Facilitators are **not moderators**; they will only interfere if the content discussed goes against positive parenting practices.

**In-Person Session**

Parents will participate in one in-person session, one which they are currently attending. These sessions serve to welcome parents into Crianza con Conciencia+, and provide support for their onboarding process.

Participants will experience how the Crianza con Conciencia+ chatbot works later in this onboarding session when you will complete the first Crianza con Conciencia+ activities together.



#### Getting Started with Crianza con Conciencia+ chatbot

This section will help participants understand the basics of how to operate a mobile phone (if they cannot do that already). They will also start their interaction with the Crianza con Conciencia+ chatbot completing the first activities on their individual phones during the session. This will give them the opportunity to share their first experiences and resolve any challenges. 

##### Introduction to Phone Use (30 min)

###### Overview

In order for participants and their families to benefit from the content delivered by the Crianza con Conciencia+ chatbot, it is important that they know how to use their phone to do the following:

1. Access all relevant Crianza con Conciencia+ chatbot content and
2. Interact in the WhatsApp chat sessions with other participants.

During the onboarding session, you will explore several basic phone functions and do some first Crianza con Conciencia+ chatbot activities to ensure everyone is able to follow along. If parents struggle with phone use, their peers can help them!

Some participants may know more about how to use their phone than others. Try to identify the gaps and provide specific support as needed. This will enable more parents to access the Crianza con Conciencia+ chatbot content.

###### Instructions [(Slide)](https://docs.google.com/presentation/d/1o7V0JSdmBSLBjrCS7IYqwjJS_w45Eo0J/edit#slide=id.g2742f19afeb_0_63)

To make this activity interactive, ask participants to demonstrate the following to the group (and correct/guide as needed):

1. Switching the phone on and off

Show participants:

* How to turn the phone on and off. Clearly point out the three buttons on the side (on/off, volume up/down).
* Where and how to insert a sim card and ensure that it is properly working once the phone is switched on.

Talk about the sim card PIN and how your sim card can get blocked if the PIN is not entered correctly.

1. Navigating through the phone settings

Show participants:

* How to increase and reduce phone brightness.
* How to install and uninstall apps.
* How to take and share screenshots (this is key when they experience technical issues).

1. Navigating through WhatsApp settings

Remind participants that they will receive their Crianza con Conciencia+ chatbot content via WhatsApp.

Show participants:

* How to find and open WhatsApp.
* How to respond to messages/prompts from the Crianza con Conciencia+ chatbot (in order to receive the next content).
* How to open images.
* How to open audio/video files.

1. Charging the phone

Show how to properly insert the phone charger to avoid breaking the charging system.

Emphasise the importance of disconnecting the phone from the charger once it is fully charged to avoid overcharging.

Use the original phone charger to charge the phone.

1. Switching data bundle on and off

Show participants how to turn data on and off. Point out the change in the status bar when the data is on or off (the H+/3G/4G on the network bar).

Emphasise that data should not be left on non-stop, to minimise data bundle use and optimise battery use.

Show participants how to check data bundle balance and/or data bundle usage.

1. Managing internal phone storage

Ensure participants understand that apps, videos, music, and images all take up space on a phone and that their phone will not function properly when it is too full.

Show participants how to free up storage space if needed by:

* Deleting files such as videos, audio, images, etc.
* Uninstalling apps

1. Digital awareness: Internet safety

Discuss the risks of clicking on phishing and suspicious internet links.

Ensure that participants understand that specific personal information should not be shared with unknown people or sources, for instance:

* Passwords
* Bank account information
* Locations
* Personal or sensitive images/videos

1. How to prevent damaging your phone

Show participants how to access the password/pattern lock to secure their phone from other unauthorised users.

Discuss how phones should be handled with care, for example:

* Keeping phones out of reach from their boys, girls, or teens
* Keeping phones away from direct sunlight
* Keeping phones away from working stations that can cause damage to the phone, for instance, water, fire etc.



##### Crianza con Conciencia+ chatbot Onboarding (20 min)

###### Overview

Participants will now have their first interaction with the Crianza con Conciencia+ chatbot chatbot on their phones.

###### Instructions [(Slide)](https://docs.google.com/presentation/d/1UwyzQLmU00IEMA8u1g0sk7KmL_9JYSAd/edit#slide=id.g2742f19afeb_0_81)

Take them through the following steps and respond to any questions or challenges that come up. Ensure that everyone has completed the previous step before moving on to the next one.

1. Start a WhatsApp chat with Crianza con Conciencia+ chatbot

Give participants the following instructions:

* Open your phone.
* Save the Crianza con Conciencia+ chatbot phone number (+6-012-292-7434) as a contact.
* Open WhatsApp, search for ‘Crianza con Conciencia+’ and start a chat by typing MASW.

| **Note**  Before the next step, the Crianza con Conciencia+ chatbot will generate a 6-digit number as a unique identifier for each parent. At the end of the onboarding session, facilitators will associate the parent’s unique identifier with the facilitator’s Formando Conciencia+.  Refer to the "How to Report on Programme Delivery" section in the Facilitator Guide on Formando Conciencia+ for guidance on this process. |
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1. Settings:

Tell participants to follow the Crianza con Conciencia+ prompts. Crianza con Conciencia+ will ask them to:

* Type their first and last name
* Choose their gender

1. Introduction video:

Ask participants to pause when the 5-minute introduction video explaining how Crianza con Conciencia+ works comes up on their chatbot.

Play the video on the screen. Ask participants if they have any questions.

1. User information

Tell participants to follow the Crianza con Conciencia+ prompts. Crianza con Conciencia+ will ask them to:

* + Choose how they would like to receive the messages
    - Text, Images, and Videos
    - Text, Images, and Audio
    - Text and Images Only
  + Choose their relationship status
  + Type their girl or boy’s name.
  + Girl or boy’s Gender
  + Girl or boy’s date of birth

| **Note**  If the parent has multiple boys, girls, or teens, ask them to choose the girl, boy, or teen that exhibits the most behavior issues when enrolling in the programme. Remind the parent that the lessons they earn through the program can be applied to all boys, girls, or teens. However, for the duration of the programme, ask the parent to focus only on one girl or boy. |
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1. Self-care [(Slide)](https://docs.google.com/presentation/d/1o7V0JSdmBSLBjrCS7IYqwjJS_w45Eo0J/edit#slide=id.g2ae04306c2a_1_0)

We will learn a short relaxation exercise that participants can use whenever they feel stressed or angry. This is a great parenting tool and life skill.

Tell participants to follow the Crianza con Conciencia+ prompts. Crianza con Conciencia+ will ask them to do the self-care exercise.

Play the video or audio for the whole group and practice the exercise together.

Ask the parents if they have any questions about the exercise.

1. Stop

Make sure that parents stop using Crianza con Conciencia+ before going on to the first lesson.

1. Discussion about the first experience with Crianza con Conciencia+

Ask participants if they have any questions after taking a pause. You can prompt them by asking the following:

* How was your experience interacting with Crianza con Conciencia+?
* Do you have any questions about how to interact with Crianza con Conciencia+?
* Do you have any concerns with how you will interact with Crianza con Conciencia+ when you are at home?

Praise participants for completing their first Crianza con Conciencia+ activities!

##### Resolving Challenges with Crianza con Conciencia+ (10 min)

###### Overview

Participants may encounter some challenges while interacting with the Crianza con Conciencia+ chatbot. Show the participants how to troubleshoot issues with the chatbot.

###### Instructions

Ask participants to show each other how to solve the following challenges:

* I am stuck in Crianza con Conciencia+, or the ‘Next’ button does not appear.
  + Type SIGUIENTE to navigate to your next activity.
* I don’t know how to access the main Menu or what the Menu does.
  + Type MENU at any time to:
    - Track your progress
    - Change settings (how/when you receive messages, update your details for tailored content)
    - Watch the onboarding video again and get tips to navigate Crianza con Conciencia+.
    - Get help with navigating specific challenges in applying new skills.
* I have an emergency and need immediate help.
  + Type HELP at any time to access resources and contact details in your community if you need assistance around family violence, sexual violence, mental health, or other emergencies.

Ask the parents if they have any questions about using Crianza con Conciencia+ Chatbot

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#### Moving Forward

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##### Setting up Ground Rules for WhatsApp Group (10 min)

###### Overview

Establishing ground rules to help make the programme a safe place to learn together. It is important that the group sets ground rules on how they will ensure that their time and experiences together are fruitful. These rules should be developed as a group and owned by the group.

Ground rules are also useful for helping you to run these sessions as a facilitator. They can be helpful when reminding participants that **they** created the rules for how the sessions should be run.

###### Instructions [(Slide)](https://docs.google.com/presentation/d/1o7V0JSdmBSLBjrCS7IYqwjJS_w45Eo0J/edit#slide=id.g2742f19afeb_0_45)

Share with the participants that we will now be talking about the next steps. Share that they will receive lessons on the chatbot and that you will be conducting chat sessions with them on WhatsApp every few days.

For the WhatsApp group to be a safe and comfortable space for everyone, ask the participants to think about what is important to them to feel comfortable, respected, safe and supported in the group.

Crianza con ConCiencia+ is a special programme! It brings families together to learn and share common experiences with each other.

**When discussing Ground Rules, you can use the following format:**

* Put up one flipchat and write at the top: Ground rules
* Ask participants to share their suggestions.
* Writes rules and comments on the flip chart to keep for later reference.
* **Make sure Ground Rules describe positive behaviour.** You can prompt for rules on specific issues like cell phone use, respect, etc.
* You can repeat what you hear and explore the rules to ensure everyone in the group agrees and understands.
* For example, if someone mentions “Respect”, ask what that means to her or him. What sort of behaviour shows “Respect”?
* Make sure everyone agrees and has the opportunity to contribute before moving on to another suggestion.

**Some helpful ground rules may include:**

*You can add these after the participants have shared their own rules (now or later in the session when participants learn more about the programme components).*

**Ground rules for Crianza con Conciencia+ chatbot:**

* Commit to doing the suggested daily activities.
* Ask for help if you struggle to access activities.
* Ensure you have data to do the daily Crianza con Conciencia+ activities.

**Ground rules for WhatsApp support group:**A heart with a leaf in it

Description automatically generated

* Respect the privacy of personal pictures and videos that are sent to the chat group.
* Everyone is different and will have different experiences to share.
* Respect each other by paying attention and taking turns to share and listen.
* What we say in the group stays in the group – both in-person and online.
* Share only what you feel comfortable to share.
* Discussion on the WhatsApp group will focus on parenting only.
* Feel free to ask any questions!

Remind the parents that the group has ground rules to ensure everyone feels comfortable sharing and keeps a positive environment. If someone unintentionally breaks a rule, facilitators will privately send a gentle reminder message to the parent and remind the whole group about the rules. However, if a participant shares something inappropriate or continues to break the rules, the facilitator may have to remove the parent to ensure the group remains a positive space.

| **Note**  Take a picture of the Ground Rules on the flipchart so you can share with the WhatsApp group. |
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##### Facilitator’s Role (5 min)

###### Instructions

Share with the parents that throughout Crianza con Conciencia+, your role will be to:

* Check in every few days till the end of the course
* Make sure all the parents are following the ground rules discussed earlier
* Pose questions on parenting for discussion
* Report any case of abuse of girls, boys, adolescents, and adults.
* Leave once the programme is completed. However, parents can continue learning through Crianza con Conciencia+. By the end of the year, there will be new courses on Crianza con Conciencia+.

##### Questions (5 min)

###### Overview

Reflect with parents on any specific areas of Crianza con Conciencia+ that require support.

Encourage parents by using open-ended questions, like, “Is there anything specific about using the Crianza con Conciencia+ chatbot that you'd like to know more about?" or "What are your initial thoughts on participating in the WhatsApp Support Groups?"

To respond to parents' questions, offer clear and concise information. Provide step-by-step guidance if necessary.

###### Instructions [(Slide)](https://docs.google.com/presentation/d/1o7V0JSdmBSLBjrCS7IYqwjJS_w45Eo0J/edit#slide=id.g28d8ad90870_1_19)

Ask the parents if they have any questions about:

* Using the Crianza con Conciencia+ chatbot
* Participating in the WhatsApp Support Groups.

##### Connecting Formando Conciecnia+ and Parent ID (15min)

###### Overview

In order to report on parents’ attendance, you will need to connect each Parent’s unique identifier with your Formando Conciencia+ App.

###### Instructions

Follow the steps below to add each parent to your Formando Conciencia+ App:

To add a parent:

* Select the profile icon from the bottom navigation bar.
* Choose “Add Parent”
* Enter parent details in the form. To enter the parent’s unique identifier (UID), ask them to text “ID” on Crianza con Conciencia+. Copy the 6-digit number into the parent profile.

If two parents from the same family are participating in Crianza con Conciencia+, together, you must link their accounts.

* Once you have added the first parent profile, to add a second parent, select “Add Parent”
* Enter parent details in the form. To enter the parent’s unique identifier (UID), ask them to text “ID” on Crianza con Conciencia+. Copy the 6-digit number into the parent profile.
* Select “Add Co-Parent”
* Select the co-parent from available parent user profiles.
* Select “Save”

\*Both parent profiles will be updated to note the co-parent.\*

##### Closing Activity (10 min)

###### Overview

Close with a goodbye activity. Allow participants to decide how they would like to end the session. This may be a prayer or a group clap.

###### Instructions

* Ask everyone to take a slow walk around the room.
* Invite them to reflect on what they've learned today.
* Acknowledge that thoughts may wander; ask them to gently return to your voice.
* Allow 3 minutes of silent individual reflection.
* After 3 minutes, gather in a circle.
* Invite a volunteer to share an affirmation or something they learned today.
* Continue clockwise, each person sharing briefly.
* The facilitator can model sharing with a phrase like, "I'm impressed with your commitment for your girls, boys, and teens by showing up today."
* Thank everyone for sharing and conclude the session with enthusiasm: "Thank you for being part of Crianza con Conciencia +, applause for all!"

Remind the participants to

* Lookout for the next Crianza con Conciencia+ chatbot lesson.
* Sharing their experiences and challenges on the WhatsApp Support Group.

Thank participants for the commitment they have made to each other by coming to the group!