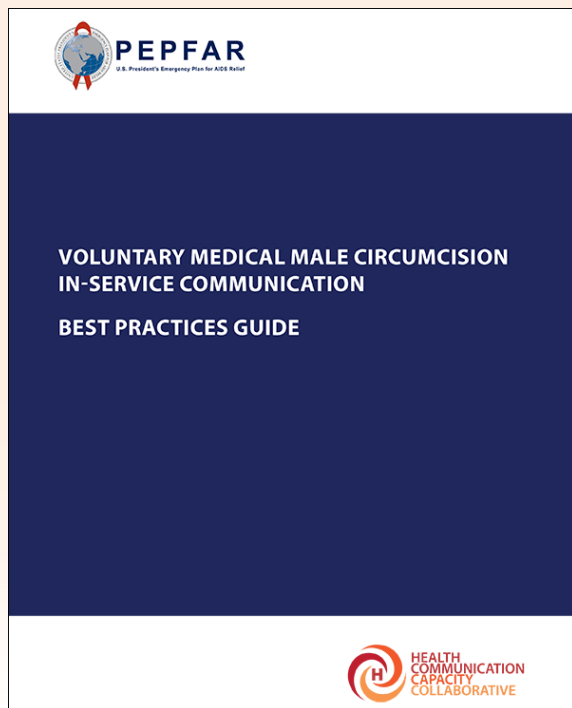


Welcome to the Webinar, “Making the Most of In-Service Communication: A Reference Guide to VMMC Counseling”

We will begin at 8:00 am EST on Monday, November 7.



[Click here to download the VMMC In-Service Communication Best Practices Guide.](#)



Webinar Agenda

- **Introduction to Webinar and Counseling Guide**
Jonathan Davitte
- **ISC/C Quality Assessment Findings**
Lani Marquez
- **A Walk Through the Counseling Guide**
Kim Ahanda and Liz Gold
- **One Country's Experience: Mozambique**
Patrick Devos
- **Q&A Discussion**
Dan Rutz



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Why Did the CSG Develop a Counseling Guide?

- EQAs in 2013-14 revealed inconsistencies in core content and key messages communicated to clients across a number of countries
- Confirmed by a review of in-service communication (ISC/C) materials conducted by the CSG
- Guide proposed as as a reference to help standardize VMMC ISC/C and improve communication quality.



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In-Service Communication Materials Review

- 37 materials
- 9 countries
- Assessed key topics covered, timing of topics in the VMMC process



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In-Service Communication Materials Review

- Key Findings:
 - Topics not consistently covered at any specific stage in the VMMC process
 - Materials failed to address key needs of important subgroups of VMMC clients
 - VMMC benefits often missing from materials
 - Limited information covered during the follow-up visit.



How Did We Develop the Counseling Guide?

- A collaboration of Communication Subgroup of TWG and HC3
- Reviewed by CDC, USAID, DOD, Unicef, WHO, AIDSFree/Jhpiego, PSI



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Purpose of the Counseling Guide

- This guide serves as a **reference** to standardize in-service communication and counseling content
 - Basis for counseling materials and training content
- It does not:
 - replace counseling tools/materials
 - Serve as a training manual
 - Provide full counseling scripts



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