



Terms of Engagement for Participants

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The activities and commitments of Participants vary from program to program and should be made clear in the promotional materials about the program, and reiterated in the orientation session. If anything about what you are expected to do is unclear, please ask the relevant MCH staff (see 'who you will be working with').

In general, participants of every program are expected to adhere to the behaviours and attitudes described in MCH's Ways of Working.

The following Terms of Engagement aim to make clear some specific considerations regarding what you can expect from others and what will be expected from you when you are taking part in a MCH program.

WHO YOU WILL BE WORKING WITH

Participants will work with MCH Staff as well as Collaborators (who may be referred to as Advisors, Consultants, Curators, Mentors, Facilitators etc, depending on their specific role). At the beginning of your engagement in your program, MCH will define the role of each staff member and collaborator you will be interacting with, and the scope of their role in relation to your program.

Participants will also work with Peers in their program.

If you have a pre-existing relationship with another participant or Collaborator, or wish to continue a connection outside of the program, it should not prejudice your engagement during the program.



CONFIDENTIALITY

Participants are expected to treat everything shared and discussed during their program as confidential, unless the person who shared the information has specifically given their permission for it to be shared outside of your group.

If you would like to pass on information or knowledge gained during the program and are not clear if permission has been provided, please ask.

Please do not post photographs or screenshots of Participants and Collaborators online without first seeking their consent to do so.

MODES OF COMMUNICATION

MCH uses various forms of communication to connect with Participants and Collaborators. Generally, information about your program e.g. key details about upcoming sessions, will be communicated via email. We also use various social media applications e.g. WhatsApp, Facebook Messenger, Signal and others, for quick and easy communication. We may also create groups via these platforms, to link Participants and/or Collaborators together.

Usually, we will check during the first session of the program, which means of communication the group prefers, then set it up accordingly.

Participants and collaborators are welcome to provide a professional profile/ telephone number to be used, rather than a personal one, if they wish to differentiate between personal and professional communications - particularly via social media.

If you want to communicate with another participant or collaborator outside of the scope of the program, you should ensure you have consent to do so. Those communications are not subject to these Ways of Working.

If you would like to set any specific boundaries regarding modes of communication, please advise an MCH staff member at the earliest opportunity.

TIME ZONES, TIMES AND TIMELINESS OF COMMUNICATIONS

MCH staff, participants and collaborators are based in different countries, with different time zones, and many people, including some staff members, having other



jobs and projects alongside their engagement with MCH. This means that you may receive communication from people outside of typical working hours (which may also vary depending on country/ sector context). While it will generally be appreciated if you reply in a timely fashion, that should be within your own context, and you should not feel pressure to reply immediately. Please consider the context in which other people are working when you seek to communicate with them and/ or are waiting for responses from them.

Where possible, give reasonable deadlines and endeavour to meet those set/ requested of you.

If you would like to set any specific boundaries regarding time of communication, please advise an MCH staff member at the earliest opportunity.

WORKING LANGUAGE

The working language of MCH programs and projects is English. For the vast majority of staff, participants and collaborators, English is not their first language. The fluency, vocabulary and style of English across the MCH community is as diverse as the participants - being influenced by country, education, sector, and confidence, among many other factors.

English language is currently our best available tool for communication, however it is not perfect. You may encounter situations where:

- You don't understand something or someone else doesn't understand you;
- You misunderstand something, or someone else misunderstands something you have expressed
- You think you have understood something, when in fact you haven't; or when someone else thinks they have understood you and they haven't

These situations may occur for practical reasons e.g. lacking shared vocabulary, or an unfamiliar accent, or they may occur for cultural or contextual reasons e.g. a word having a specific symbolism or meaning (connotation) in one person's context versus another, or a word having a different meaning in a certain country or certain sector.

Please be mindful of these limitations and risks when speaking and listening.

If you encounter a communication that you do not understand, or that is confusing, or makes you uncomfortable, please express that. Likely there will be others in the group experiencing a similar challenge.



Please don't worry about making technical mistakes when speaking or writing. English is our tool to communicate; it is not perfect, and we are not perfect - so sometimes things will go wrong.

We encourage everyone to listen for intention and try to clarify meaning, by asking questions or by rephrasing what you were saying if you were the one speaking.

Please also be mindful of cultural references, which may be 'normal' in your context, but may not have meaning, or may have a different meaning, for others in the group.

GIVING AND RECEIVING FEEDBACK AND CRITIQUE

Feedback from/to Collaborators: MCH Collaborators may give feedback and critique to participants on an ongoing basis; this is part of their role. You can also ask for feedback from them.

Feedback and critique will be given in a professional manner, and relevant to the program. When you receive feedback, feel free to ask for clarification or share your response and ideas to the critique. This can be a productive way to generate discussion and mutual learning.

If you would like to give feedback or critique to an MCH Collaborator, you are encouraged to do so, providing the feedback is relevant to the program and expressed in a respectful and professional manner.

You are encouraged to listen to all feedback and critique that is offered to you with an open mind/ open heart, but you do not have to accept it. Feedback/ critique sometimes takes time to digest. Don't feel you need to respond immediately to feedback that is offered to you; you may not need to respond at all.

Feedback between Participants: Participants may also give and receive feedback and critique from one another, especially if your program includes a platform to do so.

If you choose to offer feedback or critique to someone please try to do it in a respectful way, be clear, and keep it related to the program.



ENCOUNTERING CONFLICT OR TENSION

If you encounter conflict or tension during your program, we encourage you to express that and to seek understanding or clarification directly from the person(s) involved. As detailed in this document so far, there are many contextual factors that could inadvertently cause tension or discomfort, and often a conversation will be enough to resolve this.

If you find this doesn't work, there are more options explained later in this document.

PRODUCING ARTWORK/ CREATIVE WORK DURING YOUR PROGRAM

MCH programs tend to be process-led. The process often includes making creative work, either individually or in collaboration with other participants, as part of that process or as part of the learning.

That work belongs to you, not to MCH, even if as part of the program you receive a financial contribution towards the expenses of creating the work. It is your own responsibility to pay attention to intellectual property in the creation of your work - e.g. if using music/images. This will vary from country to country.

You may be invited to share your work, and the associated process, to an invited or public audience as part of the program. The context of the work's creation e.g. as part of a group collaboration, a learning exercise, a personal reflection etc, will be made clear to that audience. The work does not represent MCH or MCH's views.

If you want to use the work after your program, please speak to us about whether a credit should be included and what form it should take. Please do not use the MCH logo without permission.

AFTER YOUR PROGRAM

After your program, you will become a member of the MCH network, sometimes referred to as Alumni.



MCH aims to continue to support and promote our Alumni where their work is related to MCH's mission and goals, and within the scope of the platforms and resources we have available. This support may include activities like:

- Sharing opportunities and networks that may be of interest to you
- Making introductions and connections where relevant
- Taking time to exchange ideas and advice on projects/ideas as requested
- Promoting your work

One such platform is the 'People' page on the MCH website, where we list information about Alumni and Collaborators, including their professional skills, interest areas and any affiliations. You will be offered the opportunity to provide your details to be featured on the page, and invited to review and update your information periodically. If at any time you wish to edit, update or remove your profile, please advise MCH and we will action your request accordingly. We encourage Fellows and Alumni to use the People page, especially the search function, to connect with other MCH networks.

We hope that during your program with MCH, you will make new friendships and professional relationships that you will continue after your program, outside of MCH spaces. Please note that after your program ends, any ongoing relationship with another Participant or Collaborator is not subject to these Ways of Working, and not under the scope of MCH's responsibility.

