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DESIGNING FOR THE TECHNICIAN

Cold Chain and Vaccine Resupply Systems that Work for Frontline Actors

A 6-Week Applied Course | 120-Minute Weekly Sessions

February 2027 | Fridays, 2:00–4:00 PM GMT

Course fees: $200 (individual participants), $400/person (by organizations)

Course Registration Link: https://form.typeform.com/to/PpBEaiwT



INTRODUCTION

Cold chain and vaccine resupply systems depend on more than equipment, technology, and algorithms. They depend on people acting at the right time, and on systems that respond when they do. This six-week applied course is designed for provincial and district health officers, facility in-charges, cold chain officers, logisticians, and technicians. It offers practical behavioral science tools to strengthen equipment maintenance, forecasting, requisitioning, and reporting. By working on a real challenge from their own or a similar workplace, participants will learn to diagnose why expected actions do or do not happen, at the level of both the individual and the system, and to design approaches that make those actions easier. Instruction will be in English. A certificate will be awarded upon course completion.

COURSE APPROACH

The course is practical and problem-centered. Each session ends with a concrete output that builds toward a final intervention deck and 30-day implementation plan. Sessions move from defining the problem, to understanding why it happens (first in the system, then in the individual), to mapping the wider system and its actors, to designing a solution with measurable indicators and presenting it. Frontline staff and administrators learn side by side, so each hears directly what the other faces. This is the third course in the ABSN behavioral science series, but no earlier course is required.

Participants typically bring challenges such as:

- Equipment maintenance and temperature excursions
- Stock management and vaccine forecasting
- Facility requisition and district/province allocation decisions
- Reporting and escalation

PARTICIPANT COMPOSITION

BONUS **We will support each group to collect survey data for their group project.**

- This course brings two groups together: frontline staff (technicians, logisticians, cold chain officers, facility staff) and the administrators and supervisors who make decisions about the systems they work in (facility in-charges, district and provincial health officers).
- Predictability, the course's central idea, is whether frontline staff can count on the system to respond when they act. Neither group can build it alone. Administrators need to hear directly what an unpredictable system feels like on the frontline, and frontline staff need to hear directly the constraints administrators work within.
- To keep the conversation candid, participants come from many countries and organizations, so they are unlikely to share a room with their own supervisor. In Week 3, when participants diagnose their own behavior, discussion starts in small groups of people at the same level before coming back to the full group. All other sessions are joint.

SESSION 1 | OCTOBER 16: WHY SYSTEMS FAIL

- Why cold chain interventions fail, and how system bottlenecks drive performance
- A behavioral way of thinking about cold chain maintenance
- **Output**: a real workplace problem to work on

SESSION 2 | OCTOBER 23: SYSTEM PREDICTABILITY

- How a worker's belief that the system will respond shapes what they do next
- The evidence: in 2026 data, predictability explained more than twice the variation in reliable outcomes that skill or motivation did
- **Output**: your workplace issues mapped against predictability

SESSION 3 | OCTOBER 30: INDIVIDUAL BEHAVIOR (MAP)

- Motivation, Ability, and Prompts (MAP): what makes a person act, or not, in daily logistics work
- Why capable, motivated staff still fail in unpredictable systems
- **Output**: a MAP diagnosis of your problem, started in a small group of peers

SESSION 4 | NOVEMBER 6: SEEING THE SYSTEM

- Mapping the user journey to find friction, bottlenecks, and supervisory blockers, from facility to district
- How one person's actions affect vaccine availability across the system
- **Output**: an end-to-end map of behavioral and structural barriers

SESSION 5 | NOVEMBER 13: DESIGNING FOR RESULTS

- Targeting Predictability: Designing solutions that ensure system response over simple re-training.
- Vaccine Resupply: Applying the same predictability lens to facility requisitioning and district/provincial allocation decisions.
- Metrics & Testing: Setting indicators (uptime, forecast accuracy) and planning small pilot tests.
- **Output**: Design a tailored behavioral intervention with measurable indicators.

SESSION 6 | NOVEMBER 20: PRACTITIONER SHOWCASE

- Presenting your diagnosis, design, and expected impact
- Giving and receiving peer feedback on turning vicious operational cycles into virtuous ones
- **Output**: a final intervention deck and 30-day implementation plan

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