Good Practices and Pitfalls in Building MERL Capacity through Technology
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Session Background

Done right, the introduction of technology to partner has the ability to significantly enhance their MERL capacity....

...done wrong, it can be disempowering, burdensome or extractive.
Session Outline

1. Defining the space: building MERL capacity through technology
2. Group discussion: good practices and pitfalls by phase
3. Report back on good practices and pitfalls
Defining the Space

- The relationship: who builds whose capacity?
- What capacity? For what purpose?
- How?
Introducing New Technology – 4 Phases

What to consider when building partners’ capacity using technology?

One
Understand Context

Two
Tool Selection

Three
Implementation

Four
Rollout and Support
Understand Context

**Users**
- Who will use the tool(s)?
- Whose pain points?

**Organisation**
- Existing tools and systems?
- Existing structures and processes?

**Structural environment**
- Who is responsible for?
- Who decides?
- (e.g. Hardware, connectivity, security/safety)

Understand Context → Tool Selection → Implementation → Rollout and Support
Tool Selection

Value of tool
- Features
- Flexibility
- User-friendliness
- Security

Cost of tool
- Setup cost
- Ongoing licenses
- Maintenance cost
- Time
Implementation

• The power of piloting and prototyping
• Get feedback early and often
• How will tech deliver value to end users?
  – Effectiveness: feedback loops, ability to answer Qs
  – Efficiencies: time saved, job made easier
Rollout and Support

- How structure training and training materials
  - Who is giving the ongoing support?

- How to communicate about new tools/processes
  - Internally within partners org? Communication from donor.

- How to handle change management
  - What support provided? From who? On what conditions?
Group Work

One group per phase:

– Share your experiences, examples
– Identify 5 good practices for building capacity
– Identify 5 common pitfalls