

Good Practices and Pitfalls in Building MERL Capacity through Technology MERL Tech UK 2017

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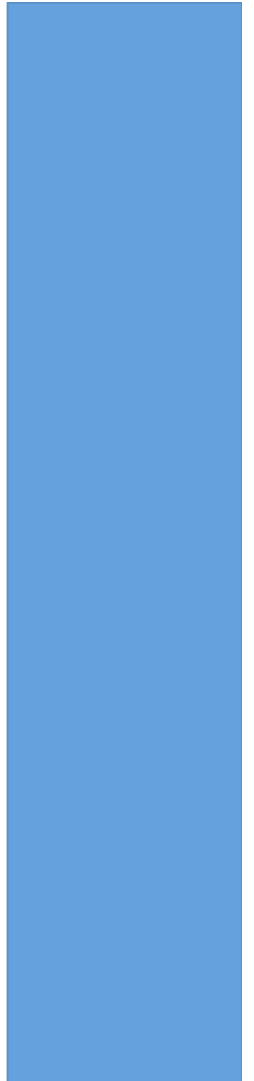
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Session Background

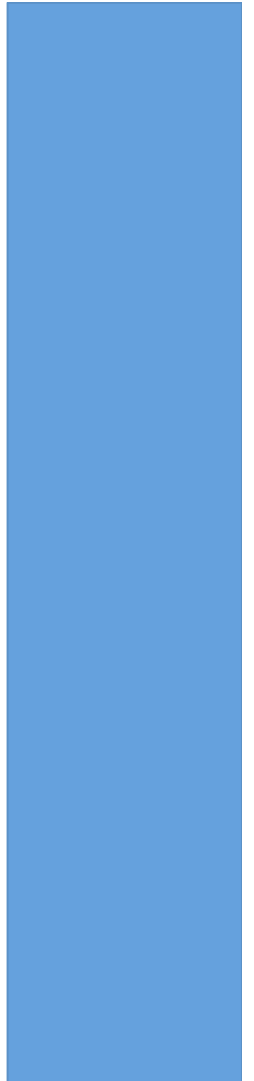
Done **right**, the introduction of technology to partner has the ability to significantly enhance their MERL capacity....

...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



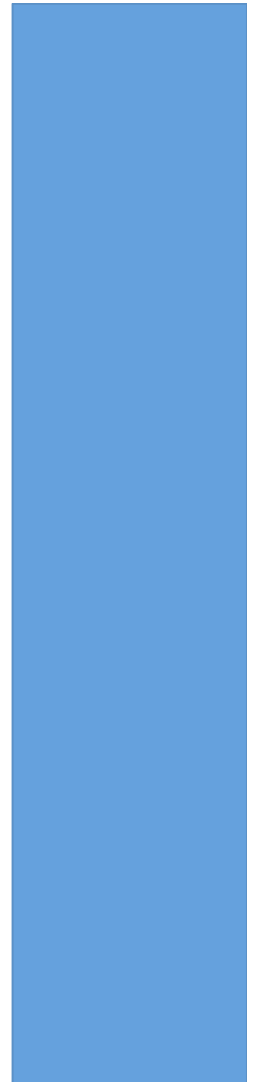
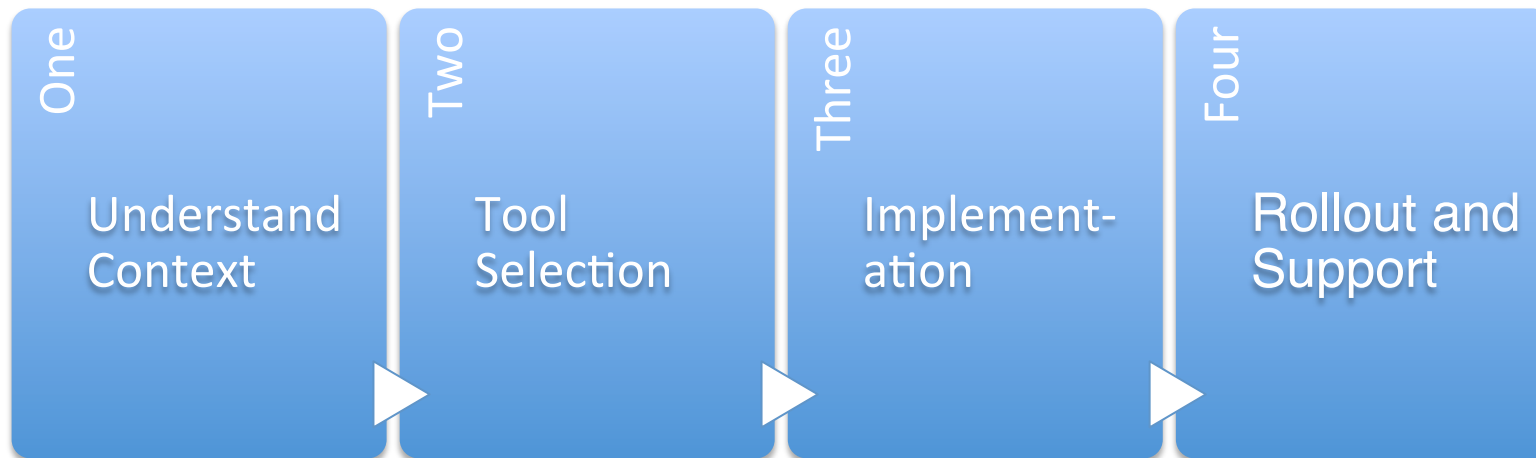
Defining the Space

- The relationship: who builds whose capacity?
- What capacity? For what purpose?
- How?

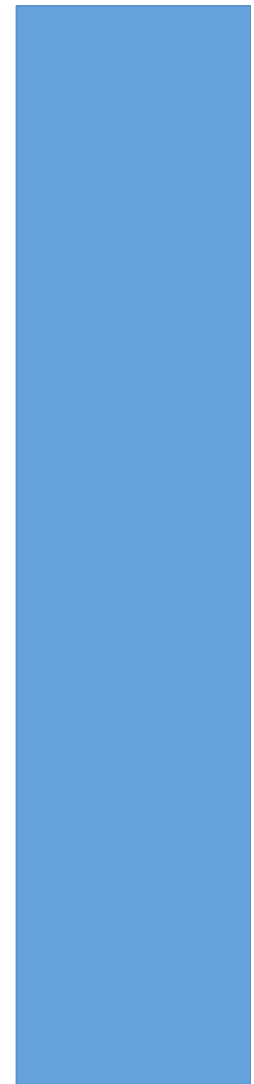
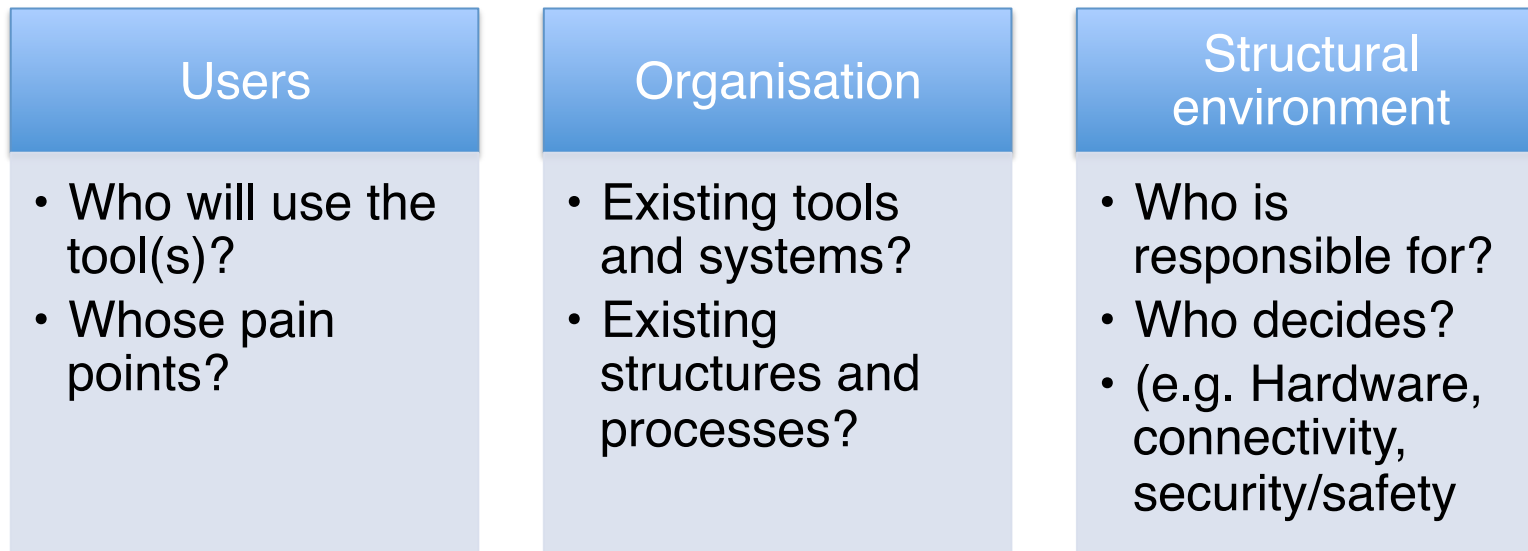


Introducing New Technology – 4 Phases

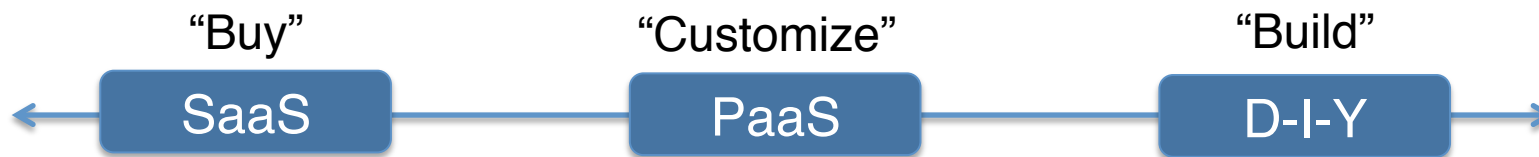
What to consider when building partners' capacity using technology?



Understand Context



Tool Selection

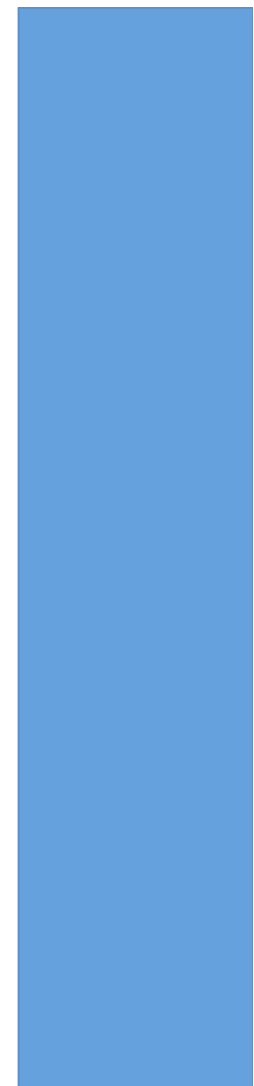


Value of tool

- Features
- Flexibility
- User-friendliness
- Security

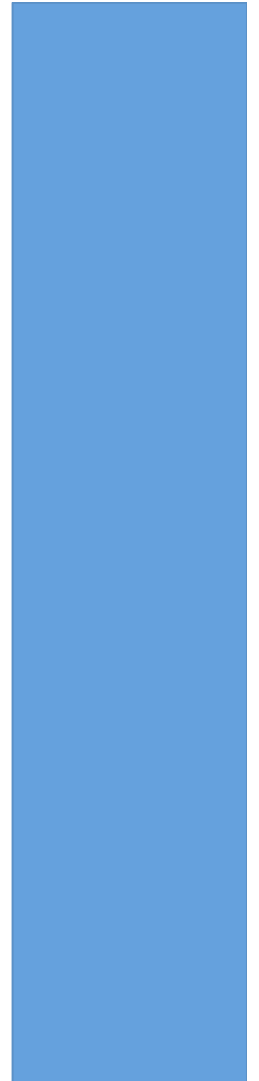
Cost of tool

- Setup cost
- Ongoing licenses
- Maintenance cost
- Time



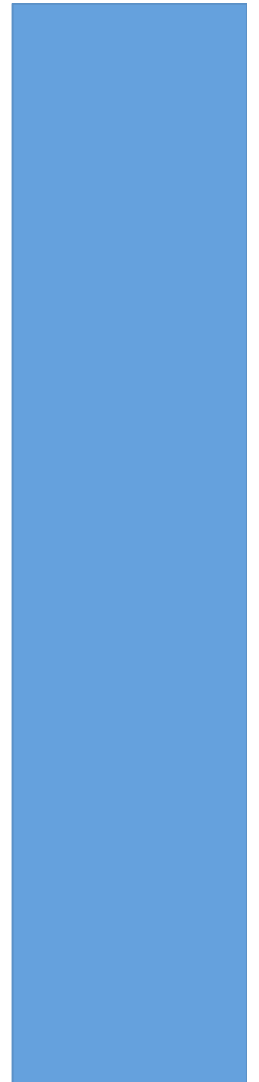
Implementation

- 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

