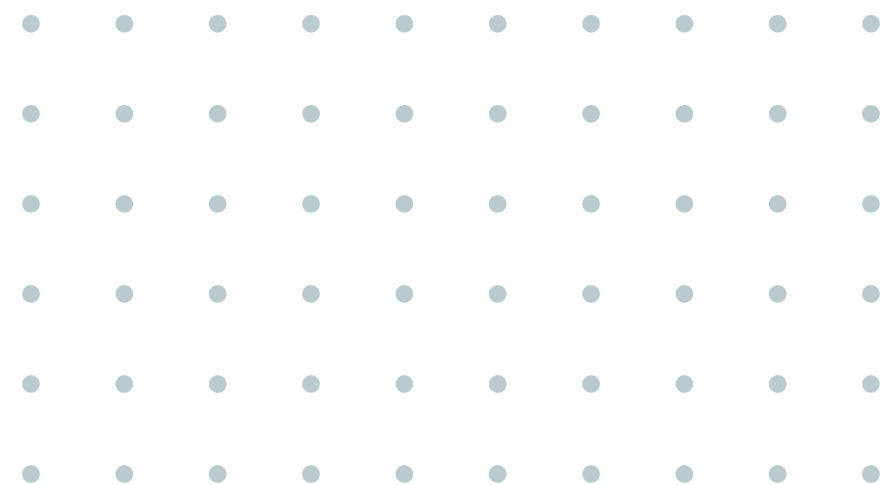
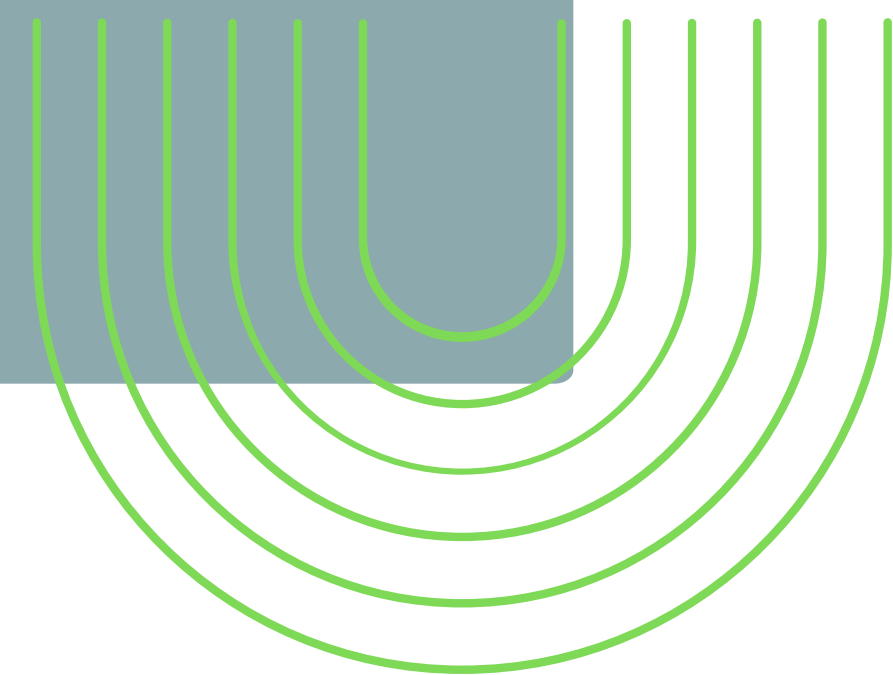




CAPACITY BUILDING METHODS

Train the trainers

The RESIST project is co-financed by the European Union (European Regional Development Fund) under the Interreg Baltic Sea Region Programme.



01. FUNDAMENTALS OF CAPACITY BUILDING & PLANNING
Importance and scope

02. EVOLUTION AND LEVELS OF CAPACITY BUILDING
Three levels of capacity building evolution

03. FOCUS ON INNOVATIVE TOOLS
Platforms & data analytics

04. FOCUS ON ORGANISATIONAL METHODS
Selection of methods

05. INTERNAL AND EXTERNAL CAPACITY BUILDING TOOLS
Software and technological solutions

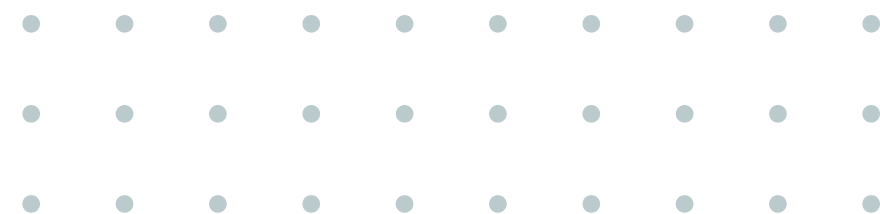
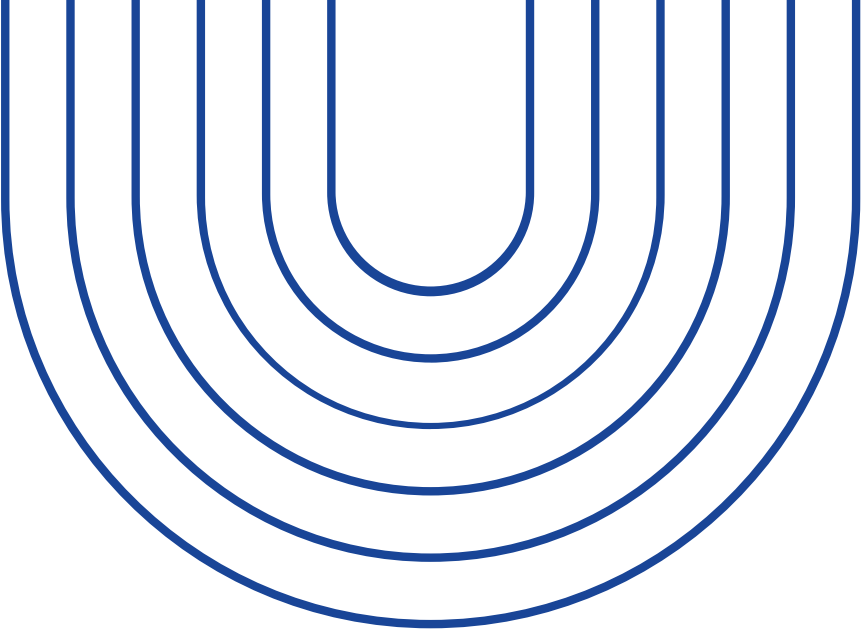


TABLE OF CONTENT

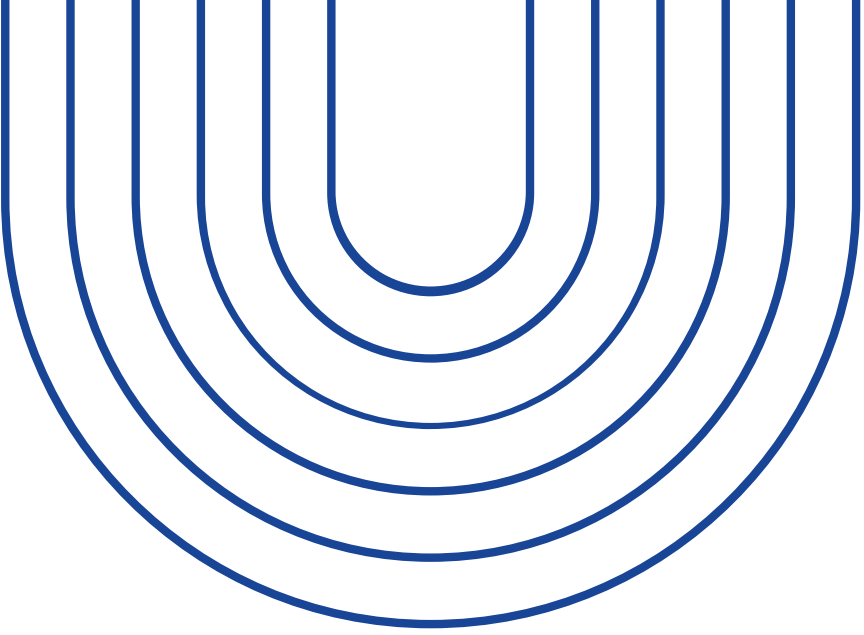
Fundamentals of Capacity Building in Organizations

- 01 Definition of Capacity Building: A continuous process of developing an organization's strengths and sustainability.
- 02 Importance: Essential for adapting to change, improving performance, and achieving long-term goals.
- 03 Scope: Includes enhancing skills, structures, processes, and resources.





Capacity building plan



Crafting a Strategic Capacity Building Plan

Strategic Alignment

Ensure the capacity-building plan aligns with the enterprise's overarching strategic goals, which can lead to a 70% higher achievement rate of set objectives.

Skill Development

Prioritizing skill development and training can lead to a 60% improvement in productivity and operational efficiency.

Technology Adoption

Leveraging appropriate technology can enhance operational capacity by 50%, driving innovation and competitive advantage.



Laying the Groundwork for Capacity Enhancement

Assessment Phase

Start with a comprehensive organizational audit to identify current capabilities and pinpoint areas for improvement, employing tools like SWOT and PESTLE analyses.

Objective Definition

Set clear, quantifiable objectives for each area of improvement, ensuring they are aligned with the overall business strategy and measurable over time.

Stakeholder Engagement

Actively involve employees, management, and other key stakeholders in the planning process to garner insights and foster buy-in.

How capacity-building approaches have evolved over time.

Stages of Capacity Building: From Individual to Ecosystem

CAPACITY 1.0: INDIVIDUAL SKILLS FOCUS

The first stage centres on enhancing the skills and competencies of individuals within the organization. Training programs, workshops, and continued education are pivotal, with the goal of improving the performance of employees and by extension, the organization.

CAPACITY 2.0: ORGANIZATIONAL FUNCTIONALITY

This stage expands the focus to the entire organization, emphasizing the development of internal processes, structures, and governance. It addresses the systemic issues that affect capacity, including leadership development, operational efficiency, and strategic planning. The aim is to create a cohesive and functional entity that operates effectively.

CAPACITY 3.0: ECOSYSTEM-WIDE RELATIONAL CAPACITY

The most advanced stage looks beyond the individual organization to its interaction within a larger ecosystem. It involves building networks, partnerships, and collaborations that enhance collective impact. This stage recognizes that the capacity of any single organization is interlinked with that of funders, partners, and the communities they serve, encouraging a collaborative approach to problem-solving and innovation.



Individual level Capacity building

Focus

Personal growth, skills development, and professional training.

Key Actions

Providing access to educational programs, mentorship, and professional development opportunities to enhance individual competencies and performance.

Impact

Empowered employees with the skills and confidence needed for innovation and leadership.



Organisational level capacity building

Focus

Process improvement, strategic planning, team building, and governance.

Key Actions

Implementing best practices, optimizing workflows, fostering a collaborative culture, and aligning strategic objectives with daily operations.

Impact

Increased organizational efficiency, effectiveness, and resilience. A strong foundation for achieving mission-critical goals.



Ecosystem level capacity building

Focus

Networks, community and collaboration. partnerships, engagement, sector-wide

Key Actions

Building strategic alliances, engaging in cross-sector partnerships, and participating in collaborative projects to address common challenges and opportunities.

Impact

Enhanced innovation, shared learning, and collective impact on broader societal issues.



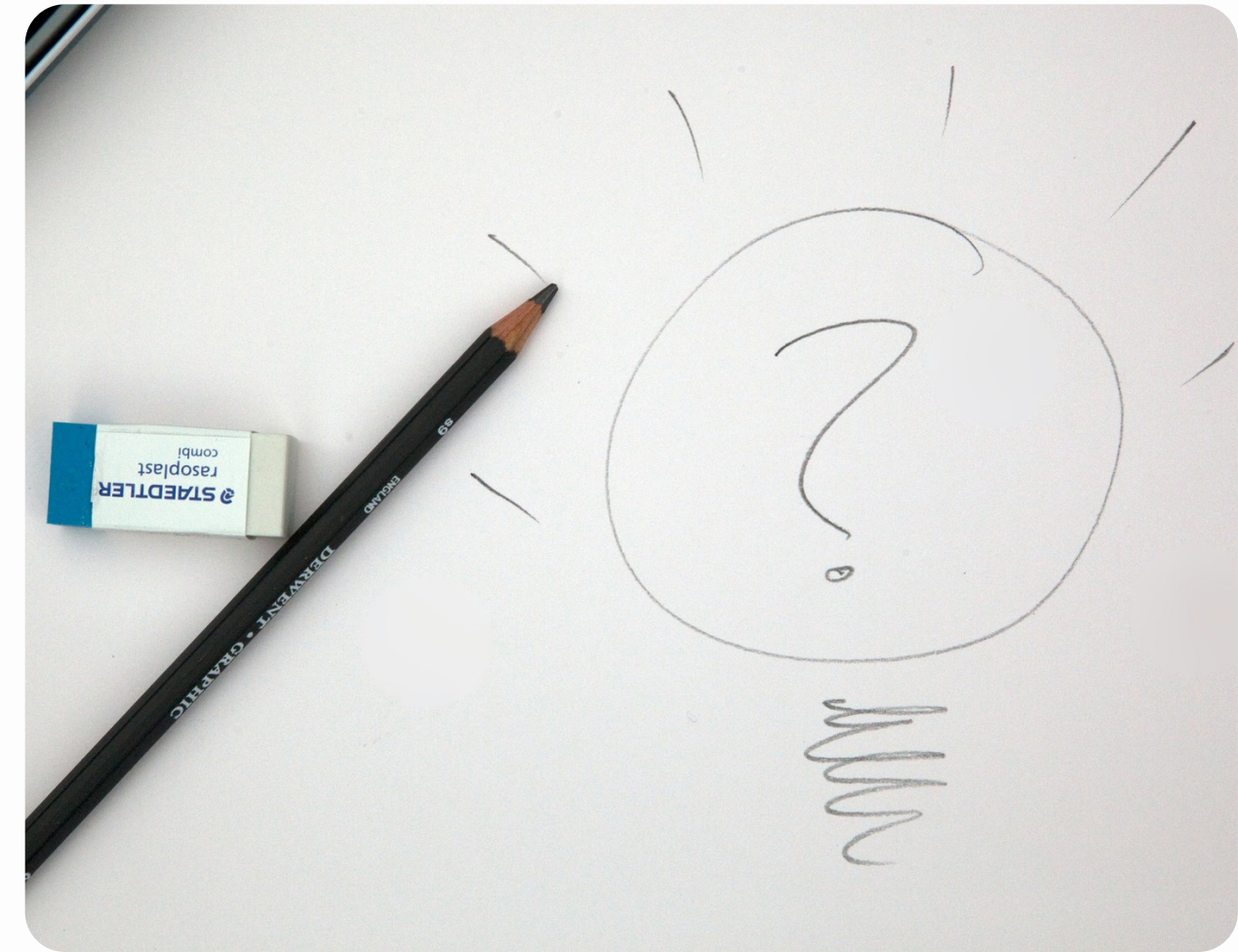
Capacity building at all three levels—individual, organizational, and ecosystem—is essential for sustainable development and achieving long-term success.

Start from the foundation of the capacity



Capacity Building Strategies

Capacity building is a continuous process that requires strategic planning, resource investment, and ongoing evaluation



Individual level

Customized training and development programs, workshops, seminars, and online courses for continuous learning.

Organisational level

Resource allocation - ensure adequate resources (financial, human, technological) are available for capacity-building initiatives.

Ecosystem level

Focus on Partnerships and Collaboration.

Cross-level

- Innovative tools
- Leveraging technology for efficiency and innovation
- Growth-oriented mindset



Innovative Capacity Building Tools



Digital Platforms for Collaborative Learning

Interactive, web-based environments for learning and collaboration;

Implementation tips: Choose user-friendly platforms, mix live and self-paced content, and encourage collaboration.



Data Analytics for Decision Support

Utilizes large datasets to uncover insights for strategic decisions;

Implementation tips: Define clear objectives, ensure data quality, and invest in staff training for data literacy.

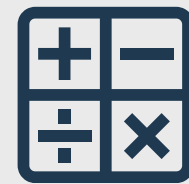


Moving from tools to methods

Transitioning from capacity-building tools to exploring effective methods, the focus shifts from the "what" to the "how."

The right methods can amplify the impact of these tools

TOOLS

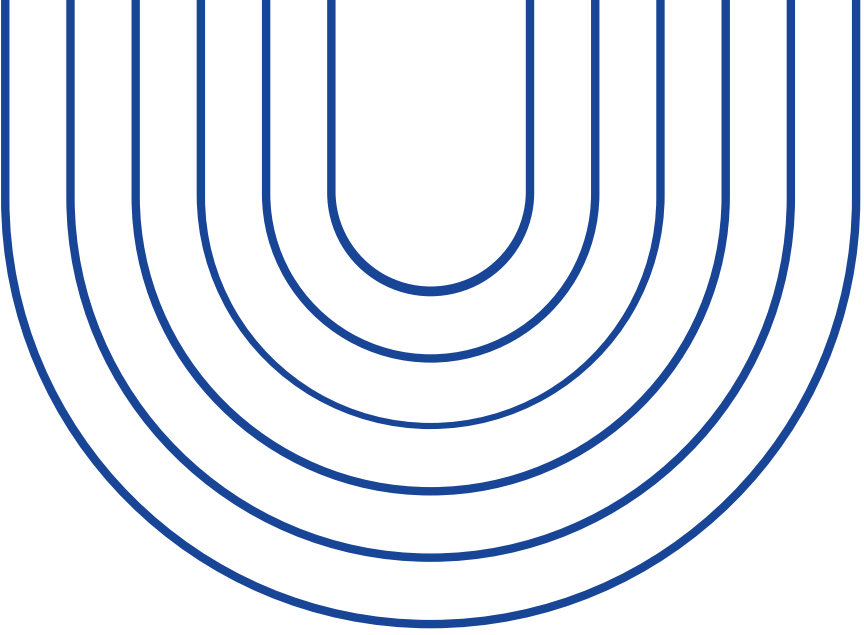


Specific applications, platforms, or instruments used to facilitate learning, communication, and operational efficiency.

METHODS



Systematic approaches or techniques for applying tools and resources to achieve capacity-building objectives.



Capacity building methods

Organisational level

Strategic Planning

Align Vision with Action for Capacity Building.

Bullet Points:

- Establishing long-term organizational goals
- Identifying key priorities and initiatives
- Involving stakeholders in the planning process

Key Takeaway:

Strategic planning provides a roadmap for capacity building, ensuring alignment with organizational objectives and fostering a proactive approach to growth.



Capacity building methods

Organisational level

Continuous Improvement Models

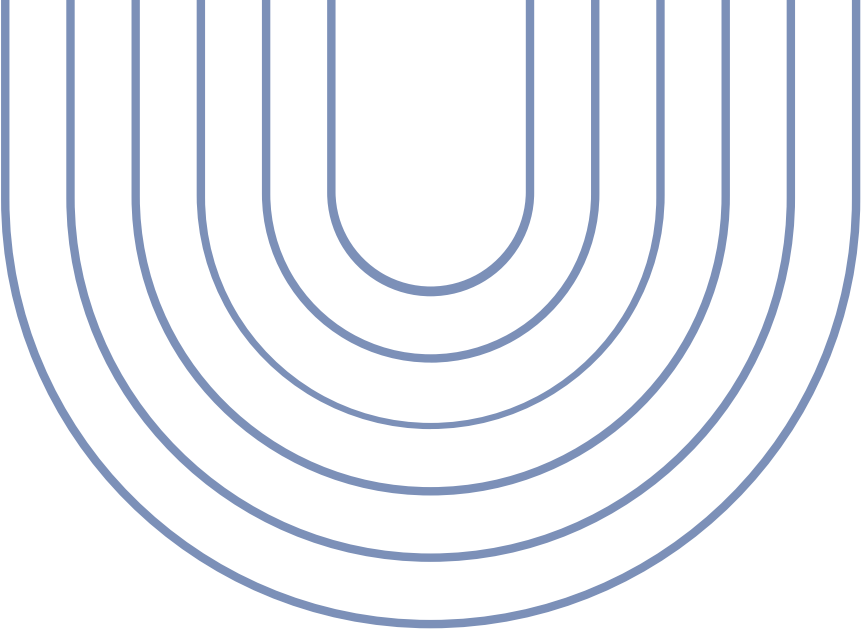
Iterative Processes for Ongoing Enhancement.

Bullet Points:

- Implementing PDCA (Plan-Do-Check-Act) cycles
- Encouraging a culture of continuous learning
- Using data-driven decision-making for improvement

Key Takeaway:

Continuous improvement models create a dynamic organizational environment, where learning from experiences is central to capacity building.



Capacity building methods

Organisational level

Scenario Planning

Anticipate Challenges and Opportunities

Bullet Points:

- Identifying potential future scenarios
- Developing strategies for various contingencies
- Enhancing organizational adaptability

Key Takeaway:

Scenario planning equips organizations to proactively address challenges and capitalize on opportunities, fostering resilience and capacity for strategic responses.



Capacity building methods

Organisational level

Cost-Benefit Analysis

Evaluate Returns on Capacity Building Investments

Bullet Points:

- Assessing the economic impact of capacity-building efforts
- Determining the return on investment
- Informing strategic resource allocation decisions

Key Takeaway:

Cost-benefit analysis provides a systematic approach to evaluate the effectiveness of capacity-building investments and guides future resource allocation.

Unique Capacity Needs and Challenges in Social Enterprises

Social enterprises face distinct capacity needs and challenges, stemming from their dual mission of creating social value and achieving financial sustainability.

Dual Mission

Balancing the pursuit of social impact with the need for financial viability poses unique strategic and operational challenges.

Resource Allocation

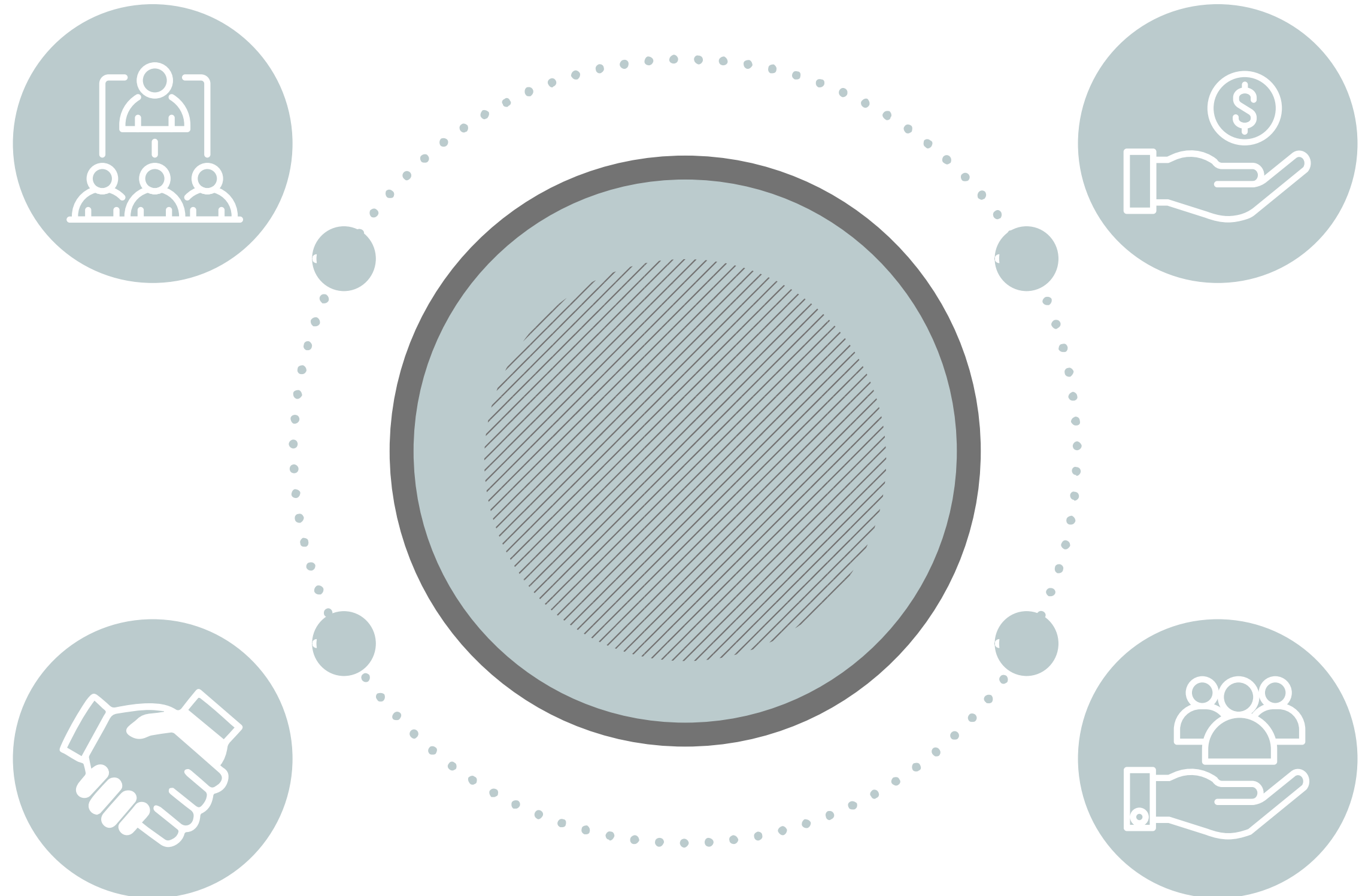
Prioritizing limited resources between social programs and business growth requires innovative strategies and efficient management.

Stakeholder Engagement

Engaging a diverse range of stakeholders, from beneficiaries to investors, demands effective communication and alignment of interests.

Market Dynamics

Navigating market forces while staying true to social missions requires adaptive strategies and resilient operational models.



Balancing Social Impact with Financial Sustainability

Achieving a balance between social impact and financial sustainability is central to the mission of social enterprises, requiring innovative approaches and robust capacity building.

01

REVENUE-GENERATING ACTIVITIES

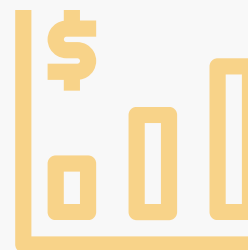
Developing and scaling revenue-generating activities that align with social goals to ensure long-term viability.



02

FINANCIAL MANAGEMENT

Strengthening financial management practices to optimize resource allocation, ensuring funds are directed towards both impact and sustainability.



03

IMPACT MEASUREMENT

Implementing systems to measure and communicate the social impact effectively to stakeholders, enhancing transparency and trust.



04

INNOVATIVE FINANCING

Exploring innovative financing options, such as social impact bonds or crowdfunding, to support growth and deepen social impact.



Feedback Loops for Continuous Improvement in Capacity Building

Establishing feedback loops is essential for fostering a culture of continuous improvement and ensuring the long-term sustainability of capacity-building programs.

REAL-TIME FEEDBACK MECHANISMS

Implement systems for collecting real-time feedback from participants and stakeholders, allowing for timely adjustments to programs.

ITERATIVE PROCESS

Encourage an iterative learning process where feedback is regularly reviewed and used to refine strategies, activities, and training modules.

STAKEHOLDER ENGAGEMENT

Engage a broad range of stakeholders in the feedback process, including participants, partners, funders, and community members, to ensure diverse perspectives are considered.

ACTIONABLE INSIGHTS

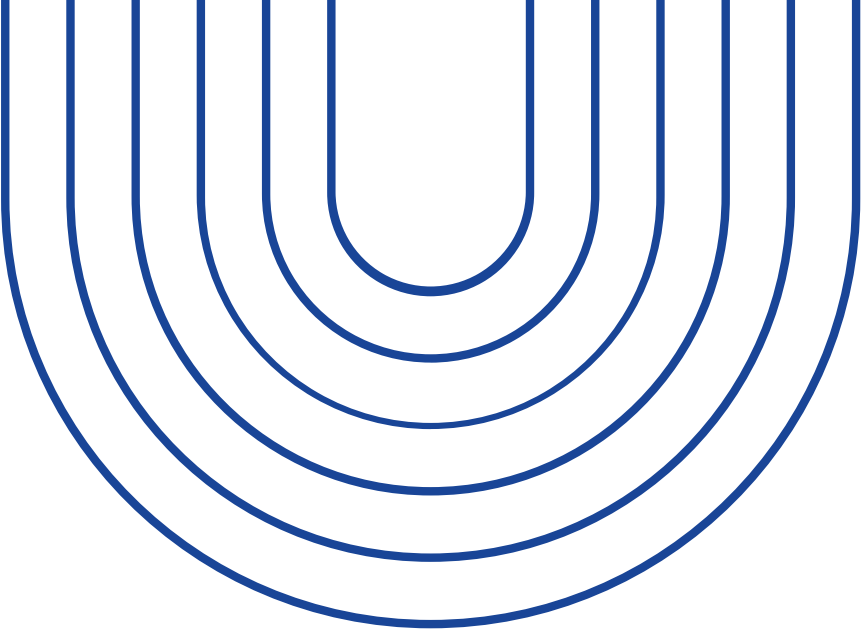
Focus on translating feedback into actionable insights that can lead to tangible improvements in program design, delivery, and outcomes.

AGILE methodology for capacity building

The AGILE methodology, with its roots in software development, is centred around adaptive planning, evolutionary development, early delivery, and continual improvement, all with a focus on flexible responses to change.

When applied to capacity building, the AGILE methodology promotes a dynamic, iterative approach to developing organizational capabilities, ensuring that the organization remains resilient, responsive, and competitive in a rapidly changing environment.





AGILE methodology for capacity building

1. Embrace Iterative Development

Short, Focused Cycles:

Utilize short development cycles (sprints) to focus on specific capacity-building initiatives. This allows for quick wins and the ability to adjust directions based on feedback and changing needs.

Continuous Evaluation:

Regularly assess progress and adapt strategies as needed. This continuous evaluation ensures that capacity-building efforts remain aligned with organizational goals and external demands.

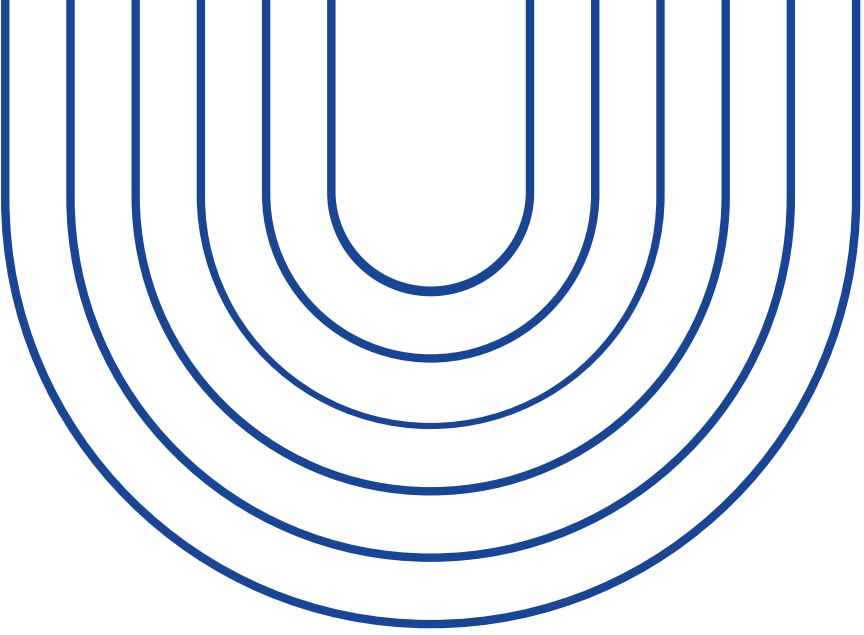
2. Foster Collaboration and Communication

Cross-functional Teams:

Form cross-functional teams with diverse expertise to work on capacity-building projects. This promotes a holistic approach to problem-solving and innovation.

Open Communication:

Maintain open channels of communication within teams and with stakeholders. Transparency and regular updates ensure everyone is aligned and can contribute to the process effectively.



AGILE methodology for capacity building

3. Prioritize Stakeholder Value

Stakeholder Engagement:

Engage stakeholders early and often to understand their needs and expectations. This ensures that capacity-building efforts are directly linked to creating value for the organization and its stakeholders.

Feedback Loops:

Implement mechanisms for regular feedback from end-users and stakeholders to continually refine and improve capacity-building initiatives.

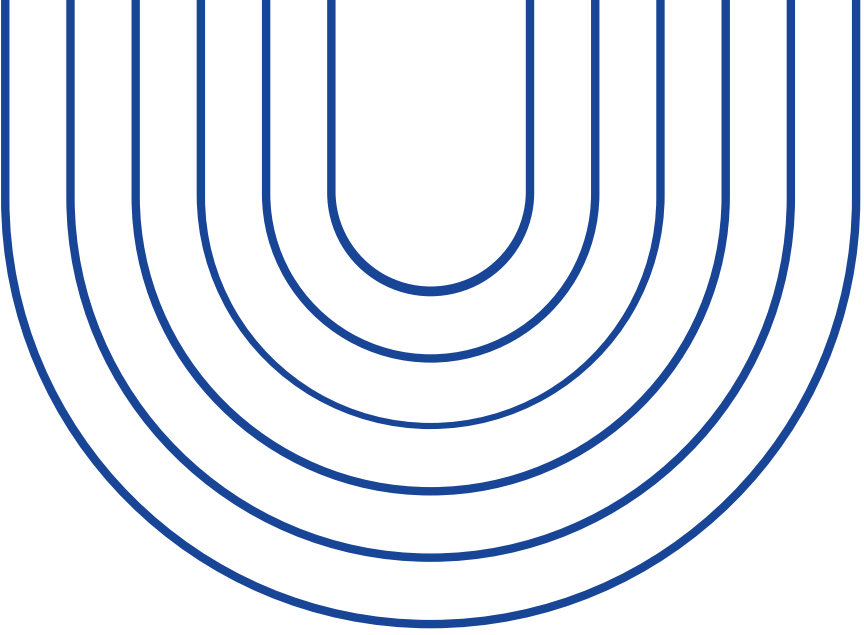
4. Be Adaptive and Flexible

Adaptive Planning:

While having a long-term vision is important, plans should be flexible and able to adapt based on learning and changes in the environment.

Risk Management:

Use the iterative nature of AGILE to identify and address risks early in the process, minimizing their impact on capacity-building efforts.



AGILE methodology for capacity building

5. Commit to Continuous Improvement

Reflective Practices:

After each cycle, conduct retrospectives to identify what worked, what didn't, and how processes can be improved. This reflective practice encourages a culture of continuous learning and improvement.

Incremental Improvements:

Focus on making incremental improvements to build capacity over time, rather than attempting large-scale changes that can be disruptive and harder to manage.

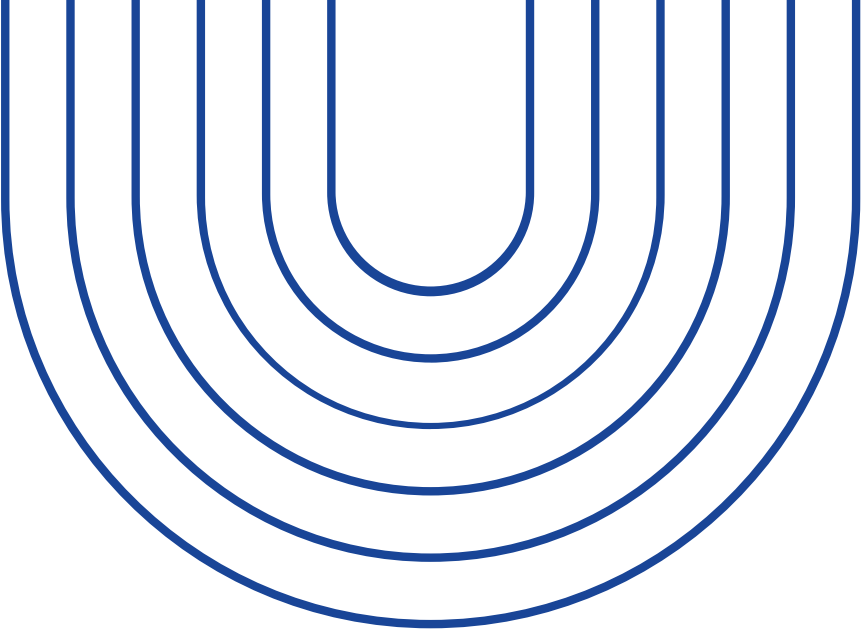
6. Leverage Technological Tools

Digital Platforms and Tools:

Use technology to facilitate collaboration, track progress, and manage projects. Digital tools can enhance efficiency and enable remote and asynchronous work, broadening the scope of capacity-building efforts.

Innovate and Experiment:

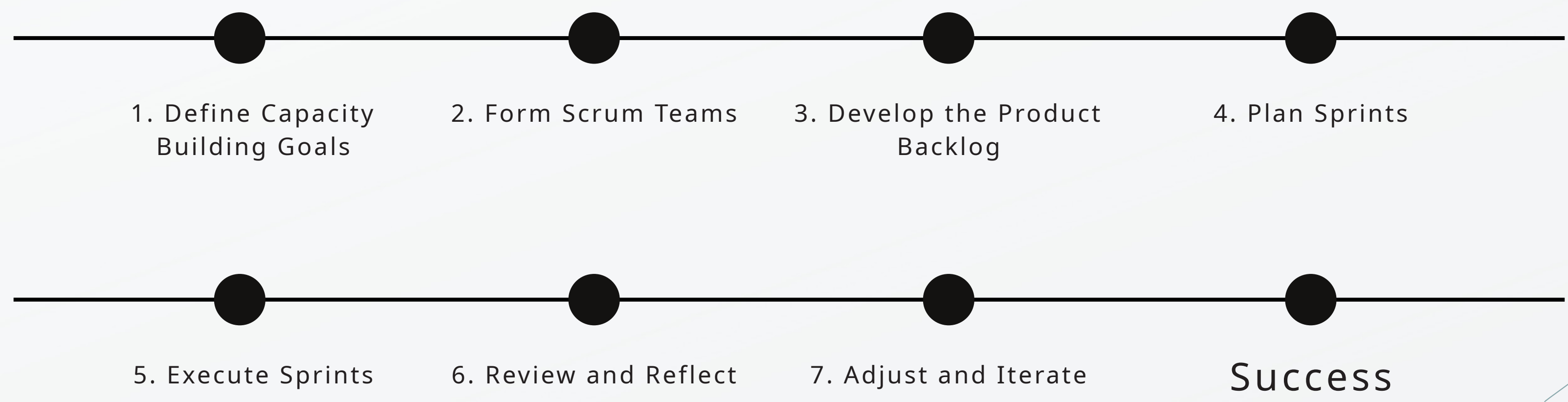
Encourage experimentation with new technologies and methodologies as part of capacity building. This can lead to innovative solutions and improvements in processes and services.

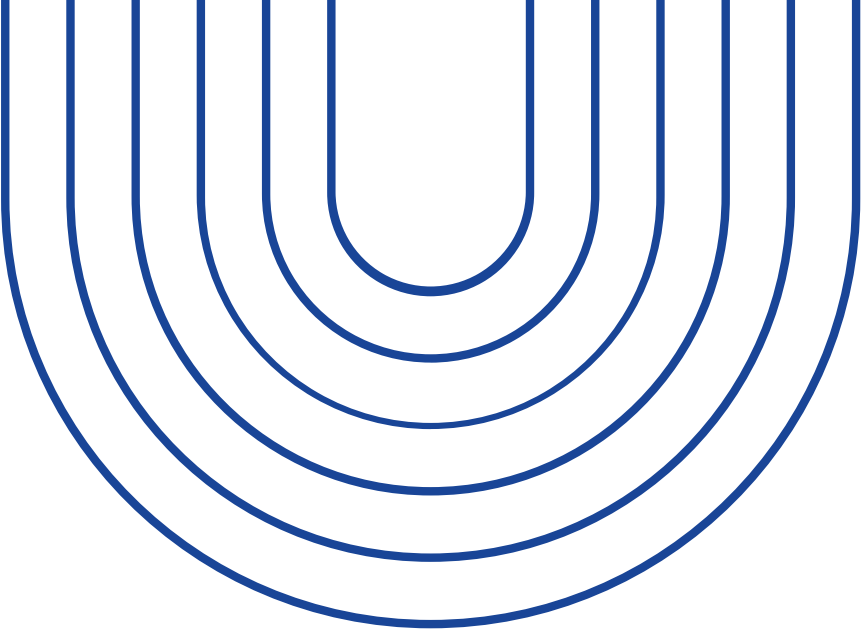


AGILE methods for *capacity* building



Using Scrum for capacity building involves adopting its framework to enhance and develop the capabilities of a team or organization. Scrum, a subset of AGILE methodology, is iterative and incremental, focusing on delivering value through collaborative teamwork. Here's a guide on how to use Scrum for capacity building





Using Scrum for capacity building

1. Define Capacity Building Goals

Importance of clear, measurable goals for capacity building.

Clear, measurable goals are fundamental to the success of capacity-building initiatives for several compelling reasons. They provide a roadmap for the development efforts, ensuring that activities are aligned with the desired outcomes.

Examples of specific capacity-building goals.

Enhancing Technical Skills

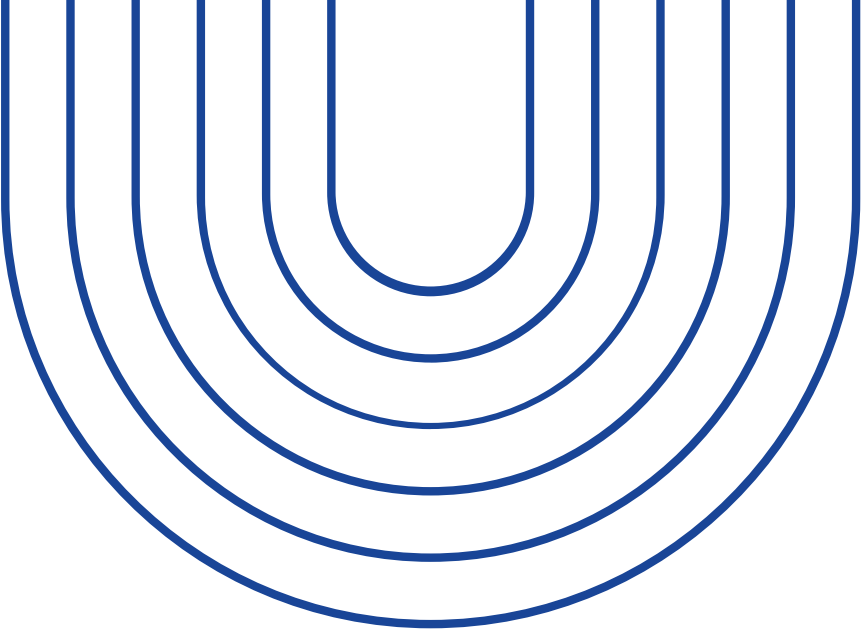
Scrum Application: Sprint goals might include mastering specific languages, completing coding projects, or contributing to open-source projects to apply new skills.

Improving Project Management Capabilities

Scrum Application: Sprints could focus on training in agile project management tools, and methodologies, and conducting workshops on effective project estimation and resource allocation.

Enhancing Customer Service Skills

Scrum Application: Organize sprints focusing on customer service training, role-playing customer scenarios, and implementing feedback mechanisms to learn from customer interactions.



Using Scrum for capacity building

2. Form Scrum Teams

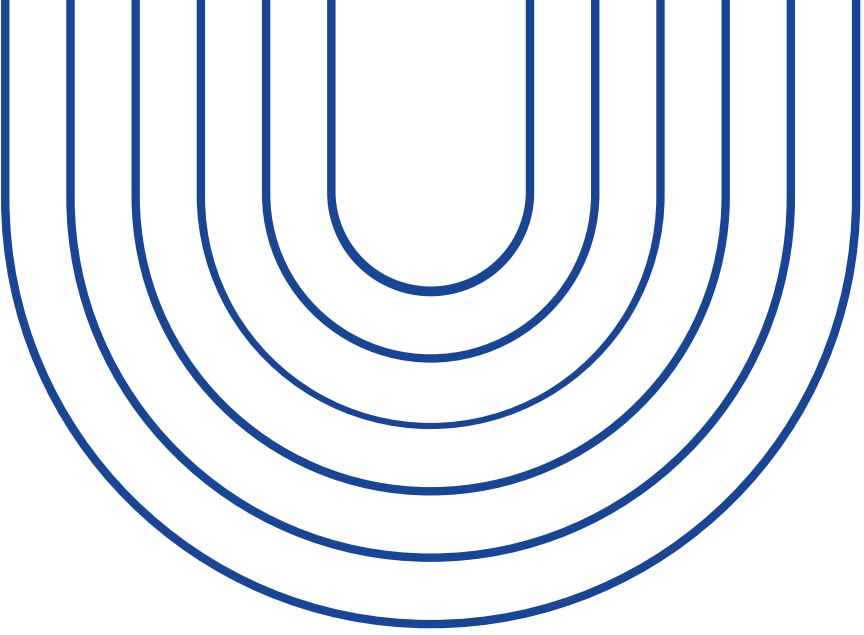
Characteristics of effective Scrum teams.

Effective Scrum teams possess distinct characteristics that enable them to navigate complex projects efficiently and deliver high-value products in a collaborative and adaptive environment. These characteristics are foundational to the Scrum framework and contribute to its success across various industries. Here are some of the key attributes of effective Scrum teams:

- Cross-functional
- Self-organizing
- Collaborative
- Committed
- Adaptable
- Communicative and others

Importance of diverse skill sets and knowledge areas within the team.

In the context of Scrum, where teams are expected to be cross-functional and self-sufficient, the breadth of skills and knowledge directly impacts the team's ability to deliver complete increments of value and to innovate continuously. Thus, fostering diversity in skills and knowledge is not just a matter of social responsibility or ethics; it's a strategic imperative for enhancing performance, innovation, and competitiveness.



Using Scrum for capacity building

3. Develop the Product Backlog

Product Backlog: A Foundation for Capacity Building.

The product backlog is a dynamic, ordered list of everything that might be needed to enhance team or organizational capabilities.

In the context of capacity building, it includes initiatives like training programs, skill development workshops, process improvements, and technology upgrades.

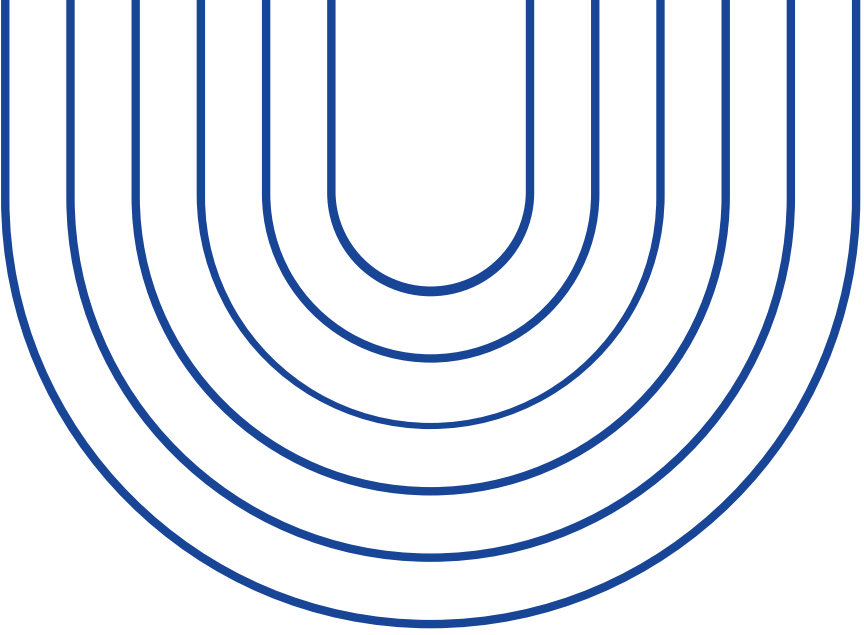
It serves as the single source of truth for all capacity-building efforts, ensuring alignment and focus.

Collaborative Backlog Development.

Engage all team members in the backlog development process. This includes idea generation, discussion, and preliminary prioritization.

Incorporate feedback from stakeholders to ensure that capacity-building efforts align with broader organizational needs and goals.

Involving the team and stakeholders in backlog development fosters a sense of ownership and commitment to the capacity-building initiatives. It ensures that the efforts are relevant, targeted, and supported across the organization.



Using Scrum for capacity building

4. Plan Sprints

From Backlog to Sprint: Breaking Down Initiatives.

Sprint Planning: The process of selecting items from the product backlog and planning the work for the next sprint, typically lasting 2-4 weeks.

Achievable Goals: Divide larger capacity-building initiatives into smaller, manageable tasks that can be completed within a single sprint, ensuring progress is measurable and impactful.

Setting Sprint Goals and Timelines.

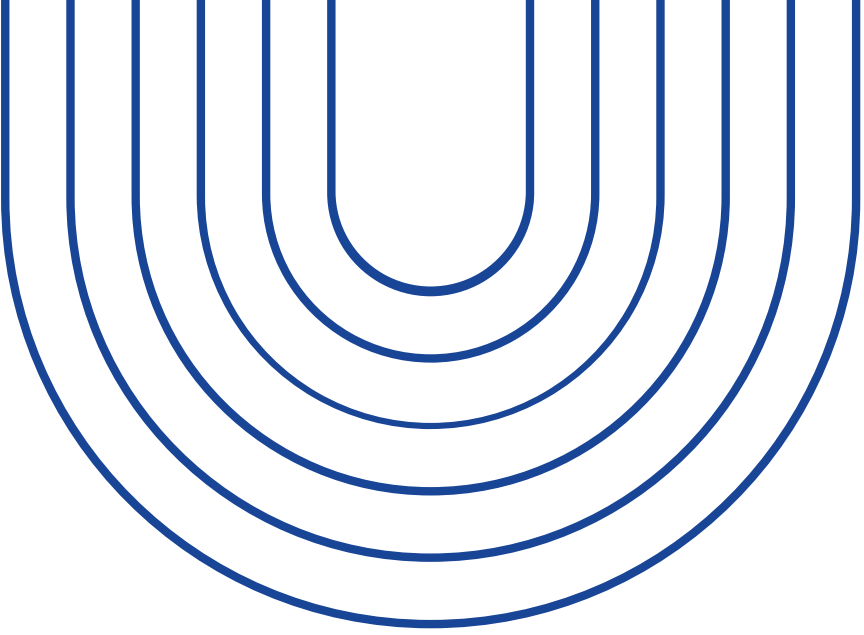
Defining Objectives: Each sprint should have a clear, concise goal that aligns with overall capacity-building efforts and contributes to broader organizational objectives.

Timeline Planning: Determine the duration of each sprint based on the complexity of tasks, team availability, and urgency of the capacity-building needs. Consistency in sprint length helps in better planning and performance evaluation.

Flexibility and Adaptability in Sprint Planning.

Embracing Change: Be prepared to adjust sprint plans based on feedback, learning outcomes, and evolving organizational needs. Agile and Scrum are about embracing change to deliver the highest value.

Iterative Learning: Use sprint planning as an opportunity for iterative learning and continuous improvement. Each sprint offers a chance to refine strategies and approaches based on previous experiences.



Using Scrum for capacity building

5. Execute Sprints

Executing with Agility: Daily Stand-ups.

Purpose of Daily Stand-ups: Quick, daily meetings where team members report on what they did yesterday, plan for today, and discuss any obstacles they're facing.

Monitoring Progress: These meetings provide a platform for tracking progress towards the sprint goals and ensuring tasks are on schedule.

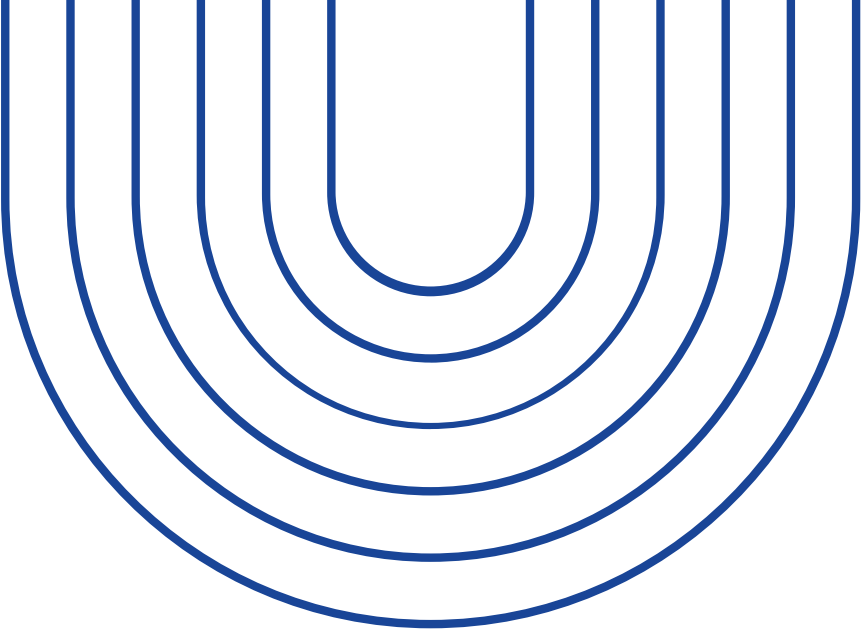
Addressing Challenges: Stand-ups allow for the immediate identification and collective problem-solving of any challenges that arise, keeping the sprint on track.

Fostering Team Collaboration.

Encouraging Open Communication: Promote an environment where team members feel comfortable sharing ideas, asking for help, and offering assistance to others.

Knowledge Sharing: Implement practices such as pair programming, cross-training, or "lunch and learn" sessions to facilitate the exchange of skills and expertise within the team.

Building a Cohesive Unit: Use sprint execution as an opportunity to strengthen team bonds. Encourage team members to work together towards common goals, creating a supportive and collaborative team culture.



Using Scrum for capacity building

6. Review and Reflect:

Executing with Agility: Daily Stand-ups.

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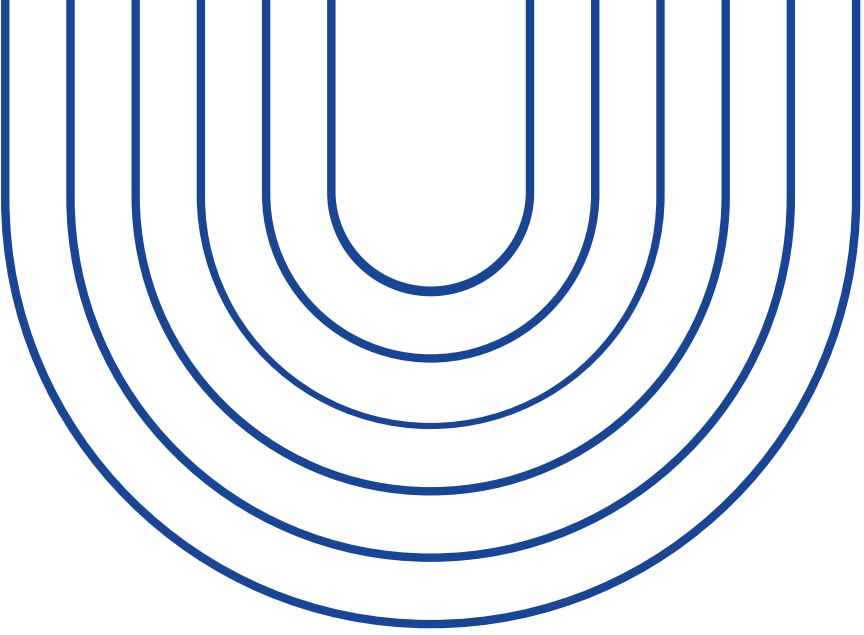
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Building a Cohesive Unit: Use sprint execution as an opportunity to strengthen team bonds. Encourage team members to work together towards common goals, creating a supportive and collaborative team culture.



Using Scrum for capacity building

7. Adjust and Iterate:

Embracing an Iterative Approach

The foundation of Agility: Iteration is at the heart of agile methodologies, including Scrum. It allows teams to evolve their approaches based on real-world feedback and changing conditions.

Capacity Building as a Journey: Like software development, capacity building is not a one-time effort but a continuous journey of improvement, adaptation, and learning.

Adjusting Strategies Based on Feedback and Changing Needs

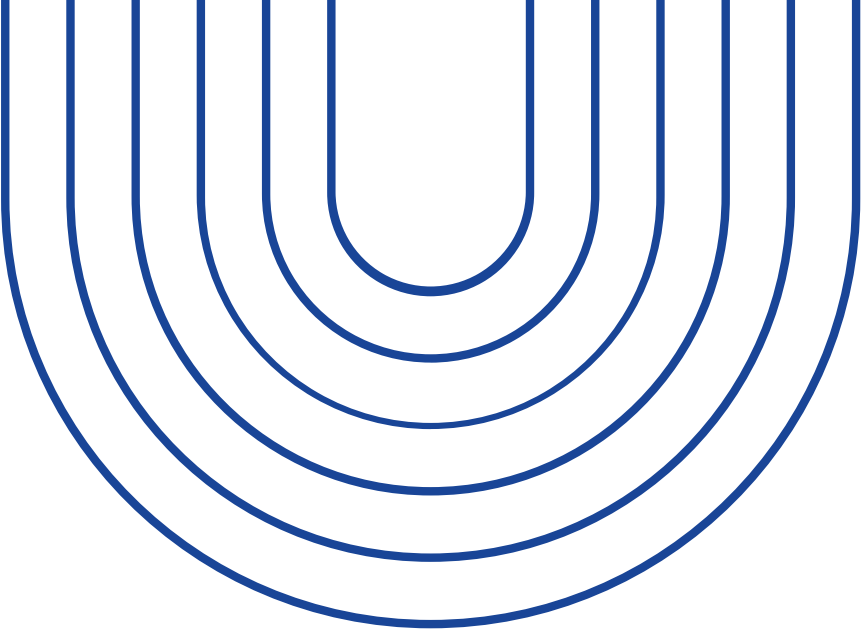
Feedback as a Guide: Use feedback from sprint reviews, retrospectives, and stakeholder input as critical inputs for refining strategies and plans.

Evolving Needs: Organizational needs and external conditions change over time. An iterative approach enables teams to stay aligned with these changes, ensuring efforts remain relevant and effective.

Continuous Improvement as a Core Principle

Kaizen in Scrum: Borrowing from the Japanese concept of 'Kaizen,' or continuous improvement, Scrum encourages teams to constantly seek ways to enhance their processes, products, and themselves.

From Learning to Action: Each sprint provides new learnings. The key is to translate these learnings into actionable improvements, thereby fostering a culture of excellence and innovation.



Benefits of Using Scrum for Capacity Building

Focus on Priorities:

By prioritizing capacity-building needs, Scrum ensures that the team focuses on the most critical skills and capabilities first.

Flexibility:

The iterative nature of Scrum allows for adjusting goals and strategies based on feedback and changing needs.

Collaboration and Ownership:

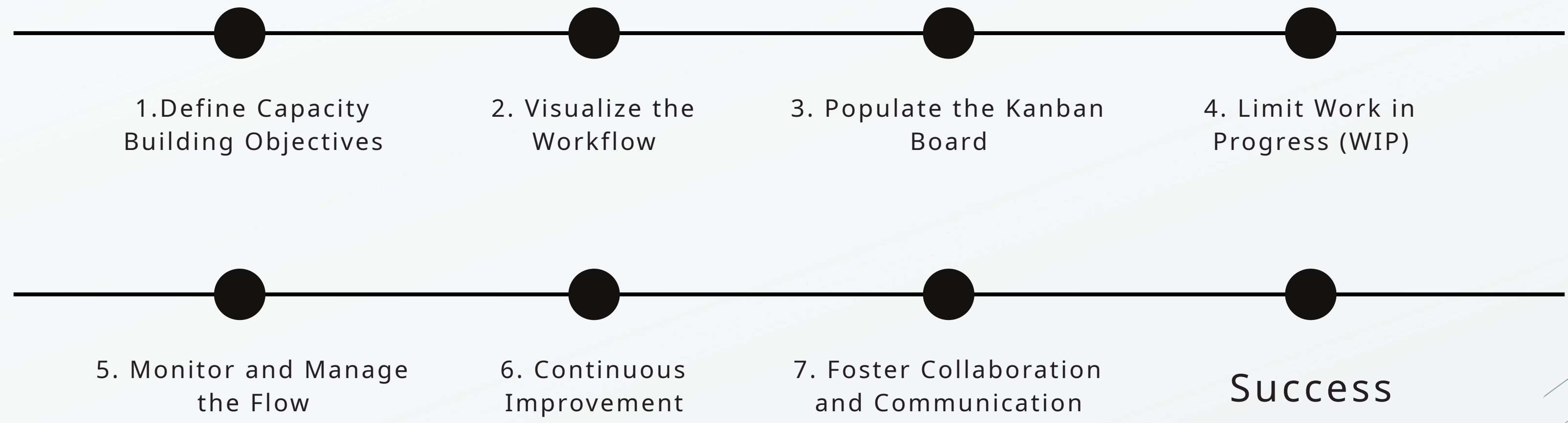
The Scrum framework fosters a strong sense of collaboration and ownership among team members, enhancing motivation and engagement in capacity-building efforts.

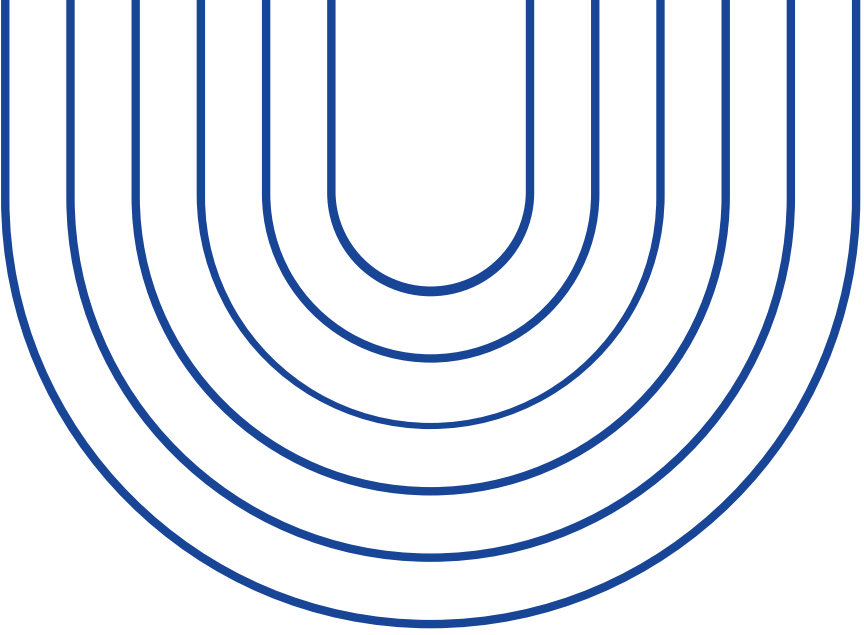
Continuous Improvement:

Regular retrospectives promote a culture of continuous learning and improvement, essential for effective capacity building.



Using Kanban for capacity building involves adopting its principles and practices to systematically enhance and develop the capabilities of a team or organization. Kanban is a visual workflow management method that aims to improve efficiency by limiting work in progress and enhancing flow.





Using Kanban for capacity building

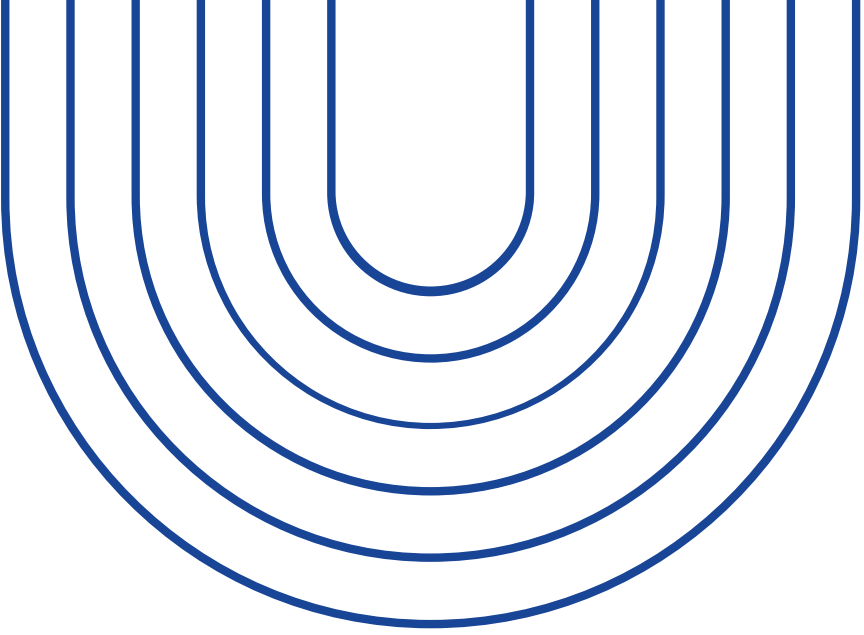
1. Define Capacity Building Objectives

Clarify Goals

Start by identifying the specific skills, knowledge areas, or organizational capabilities you aim to develop. Goals should be clear, measurable, and aligned with overall strategic objectives.

Set Priorities

Determine which objectives are most critical to your organization's success and prioritize them accordingly.



Using Kanban for capacity building

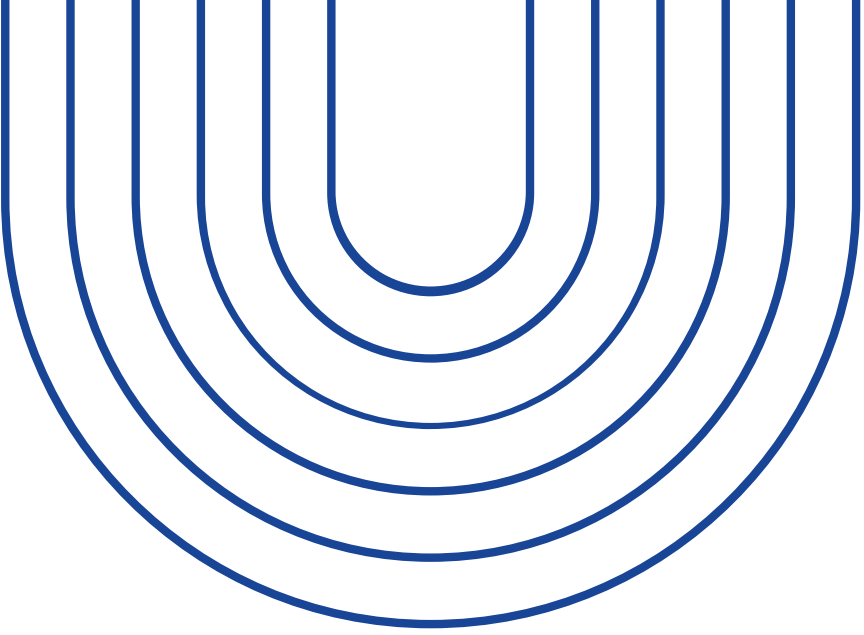
2. Visualize the Workflow

Map Out the Process

Create a visual representation of the steps required to achieve your capacity-building objectives. This could range from identifying learning needs to implementing training and measuring outcomes.

Use a Kanban Board

A Kanban board, with columns representing each stage of the workflow, is an essential tool for this. Common stages might include "To Do," "In Progress," and "Done," but you can customize this based on your specific process.



Using Kanban for capacity building

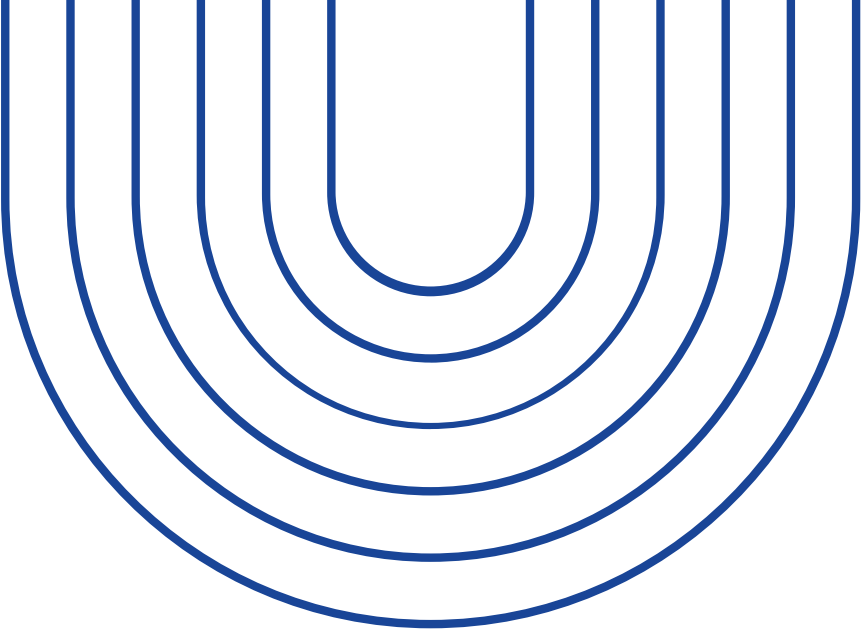
3. Populate the Kanban Board

Tasks and Initiatives

Break down your capacity-building objectives into smaller, manageable tasks or initiatives and add them to your Kanban board, typically in the "To Do" column.

Visual Elements

Use colours, tags, or symbols to categorize tasks by priority, team, or skill area for easy identification and tracking.



Using Kanban for capacity building

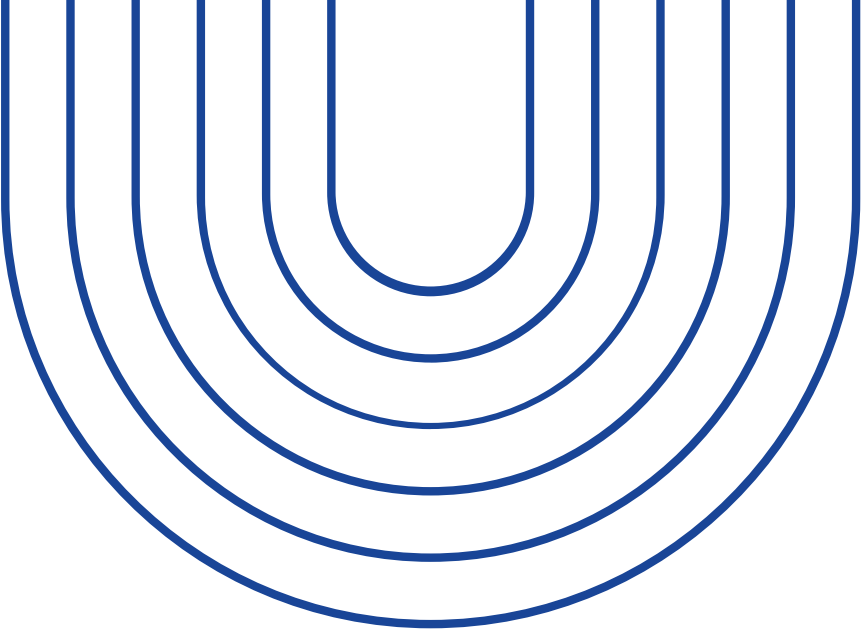
4. Limit Work in Progress (WIP)

Implement WIP Limits

Set limits on the number of tasks that can be in any one stage of the process at a time. This helps to prevent bottlenecks and ensures that focus is maintained on completing current tasks before taking on new ones.

Enhance Focus and Efficiency

By limiting work in progress, you encourage a deeper focus on the task at hand, which can lead to higher quality work and faster completion times.



Using Kanban for capacity building

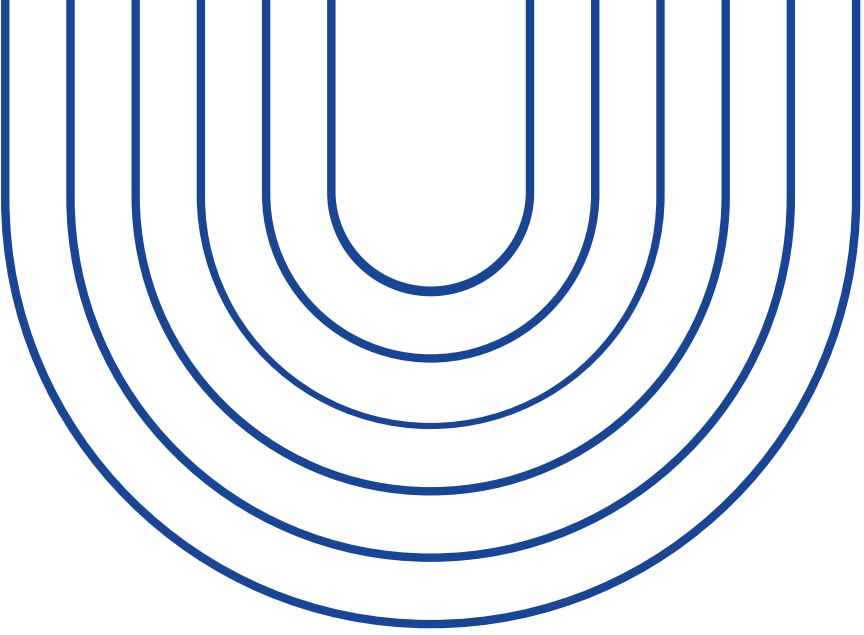
5. Monitor and Manage the Flow

Track Progress

Regularly review the Kanban board to monitor progress towards your capacity-building goals. Look for stages where work is piling up or slowing down, indicating potential issues.

Adjust as Needed

Use the insights gained from monitoring the board to make adjustments to your workflow, task allocations, or priorities to improve the flow of work.



Using Kanban for capacity building

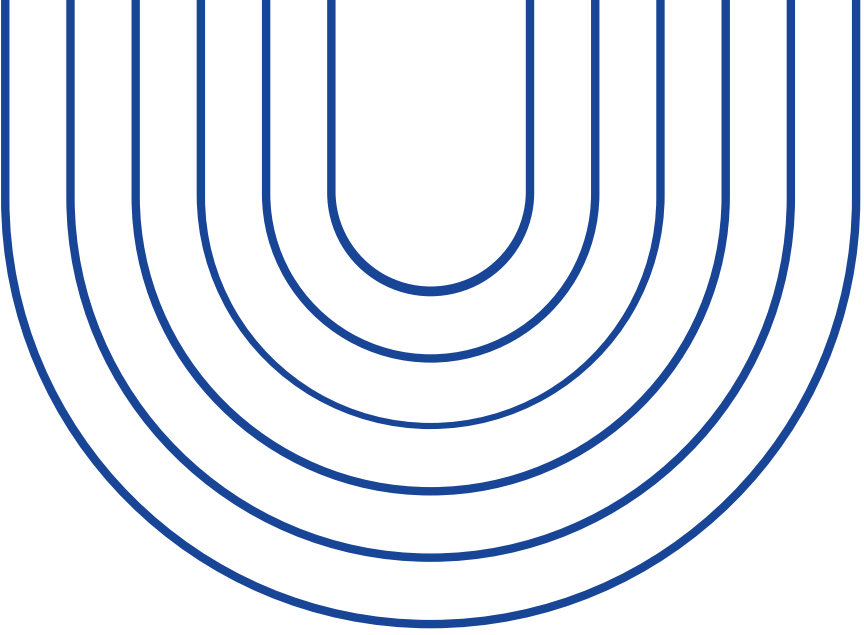
6. Continuous Improvement

Reflect on Performance

At regular intervals, review what's working well and what could be improved in your capacity-building process.

Implement Changes

Based on your reflections, make changes to your workflow, tasks, or capacity-building strategies to continually enhance effectiveness and efficiency.



Using Kanban for capacity building

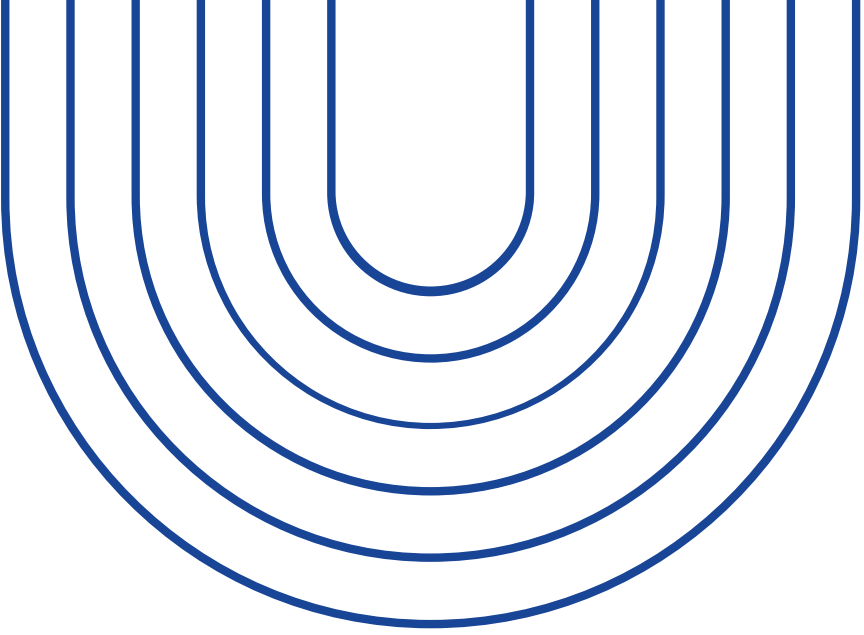
7. Foster Collaboration and Communication

Encourage Team Interaction

Use the Kanban board as a tool for team meetings, discussions, and planning sessions. It can help enhance visibility, align efforts, and facilitate problem-solving.

Promote Transparency

Keeping the board updated and accessible to all relevant stakeholders fosters an environment of transparency, where everyone is aware of the progress, challenges, and changes in the capacity-building process.



Benefits of Using Kanban for Capacity Building

Visual Management

The visual nature of Kanban provides a clear overview of the capacity-building progress, making it easier to manage and adjust.

Flexibility:

Kanban allows for flexibility in managing tasks, enabling teams to adapt quickly to new information or changing priorities.

Enhanced Focus:

Limiting work in progress helps individuals and teams to focus on a smaller number of tasks at a time, improving quality and efficiency.

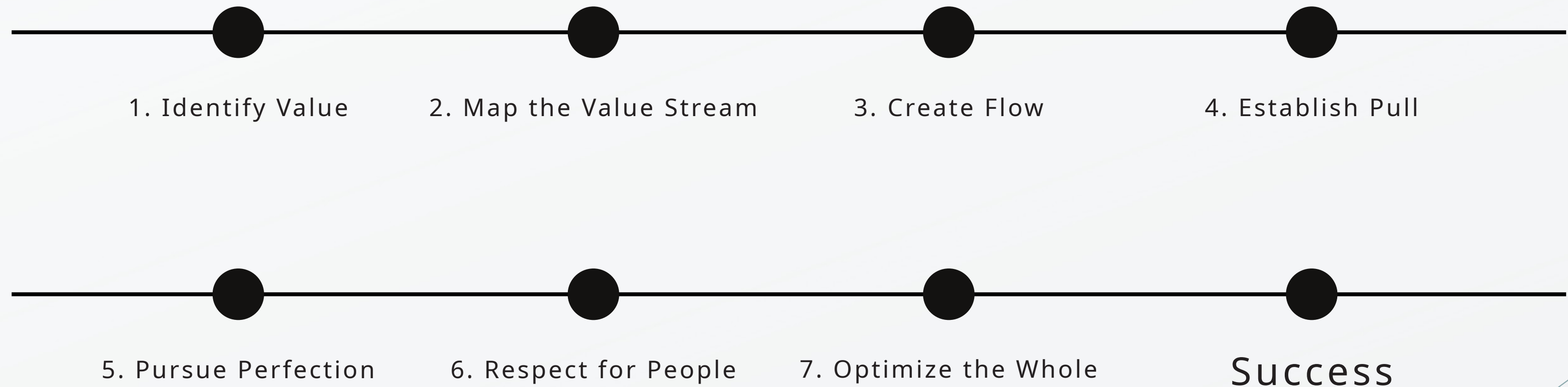
Continuous Flow:

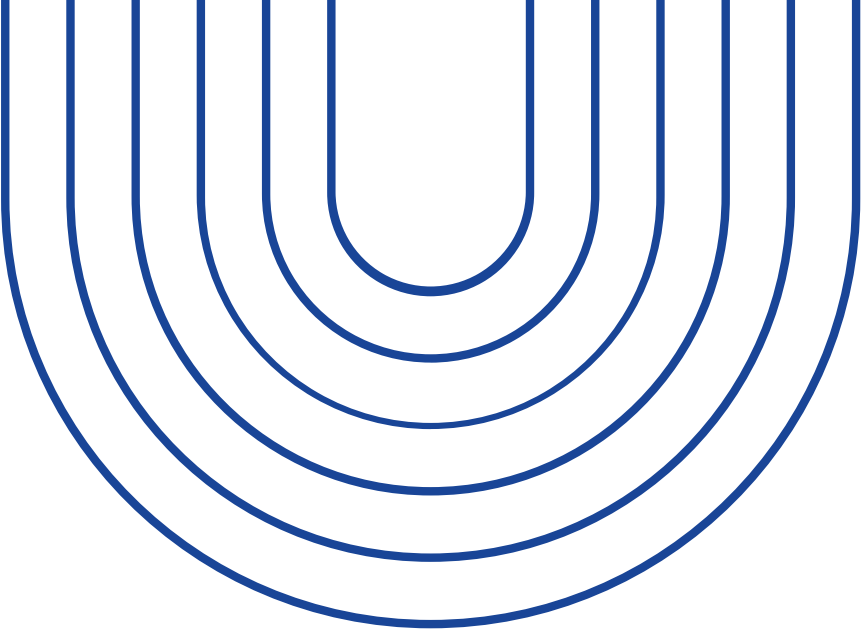
Kanban encourages a continuous flow of work, which can lead to more consistent and steady progress in capacity-building efforts.

Empowers Teams:

The method empowers teams to manage their own workflow and make decisions about their work, which can enhance motivation and commitment to capacity building.

Using Lean for capacity building involves adopting Lean principles to streamline processes, eliminate waste, and ultimately enhance the capabilities and efficiency of a team or organization. Lean methodology focuses on creating more value for customers with fewer resources by optimizing the flow of work.





Using Lean for capacity building

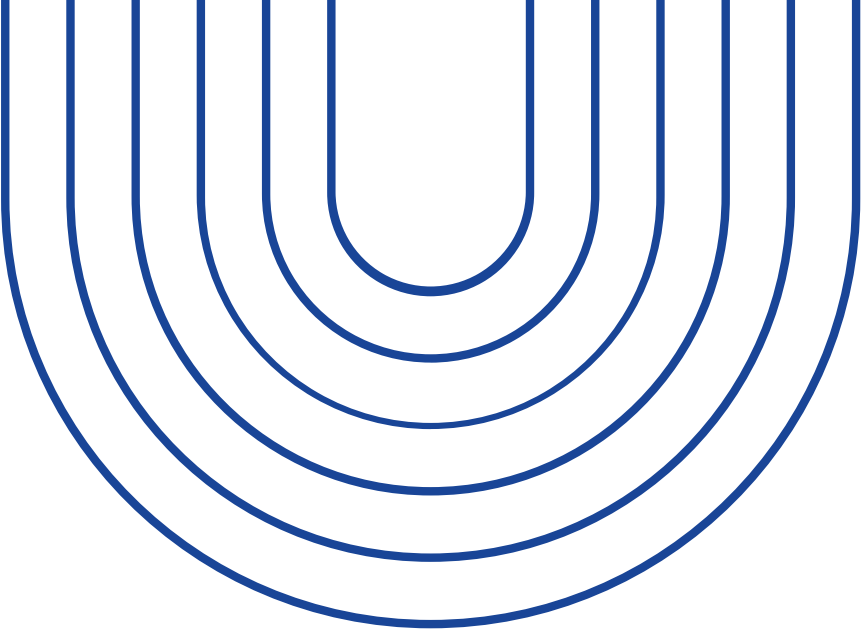
1. Identify Value

Define What Constitutes Value

Understand and define what value means in the context of capacity building within your organization. This could include skill development, process improvements, or enhanced service delivery.

Focus on Needs

Align capacity-building initiatives with the actual needs of your organization, stakeholders, and clients, ensuring that efforts directly contribute to your overarching goals.



Using Lean for capacity building

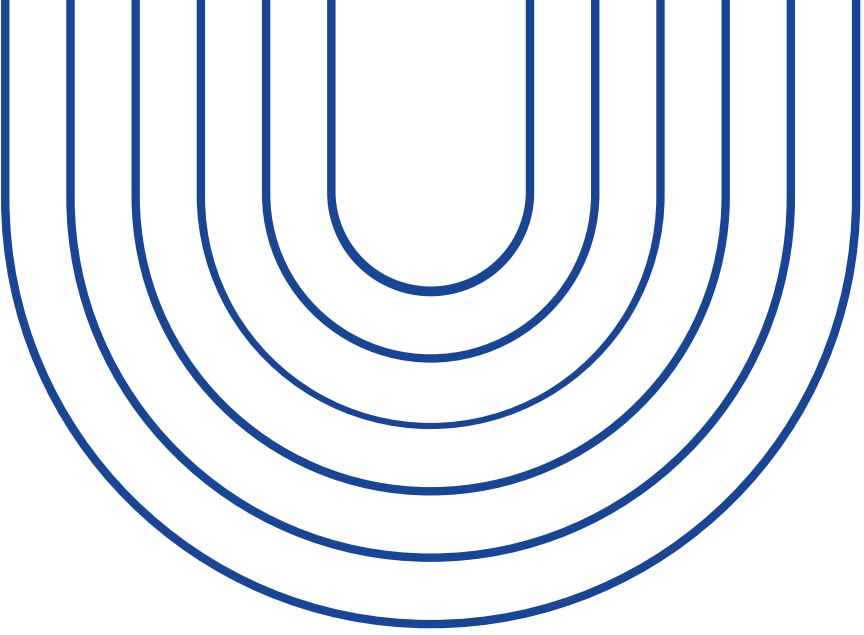
2. Map the Value Stream

Analyze Current Processes

Identify all the steps currently taken to build capacity within your organization, from identifying needs to implementing solutions and evaluating their impact.

Identify Waste

Look for non-value-adding activities within these processes, such as unnecessary bureaucracy, delays in decision-making, or underutilized resources.



Using Lean for capacity building

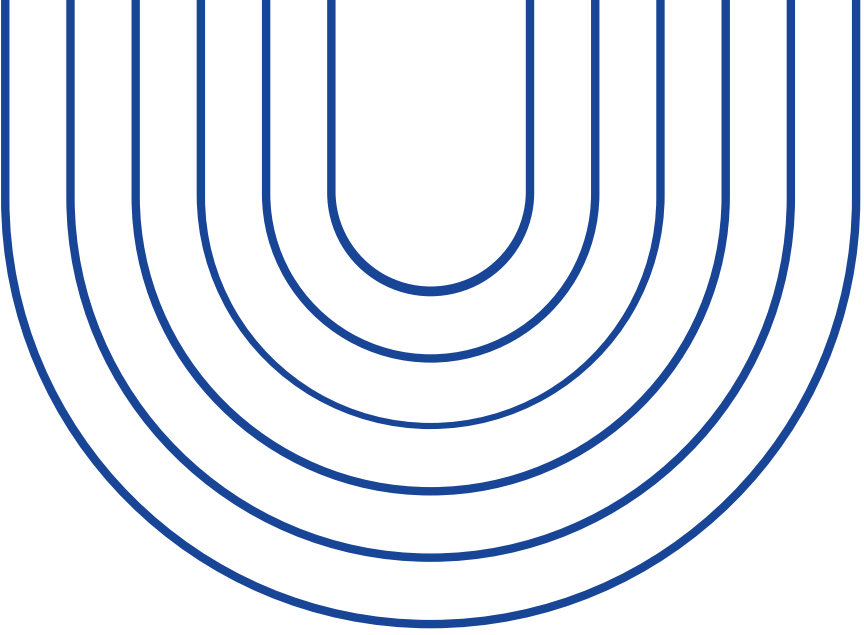
3. Create a Flow

Remove Obstacles

Once waste is identified, work on removing these obstacles to make the capacity-building process smoother and more efficient.

Streamline Processes

Ensure that every step in the capacity-building process adds value and flows smoothly to the next, minimizing delays and maximizing resource utilization.



Using Lean for capacity building

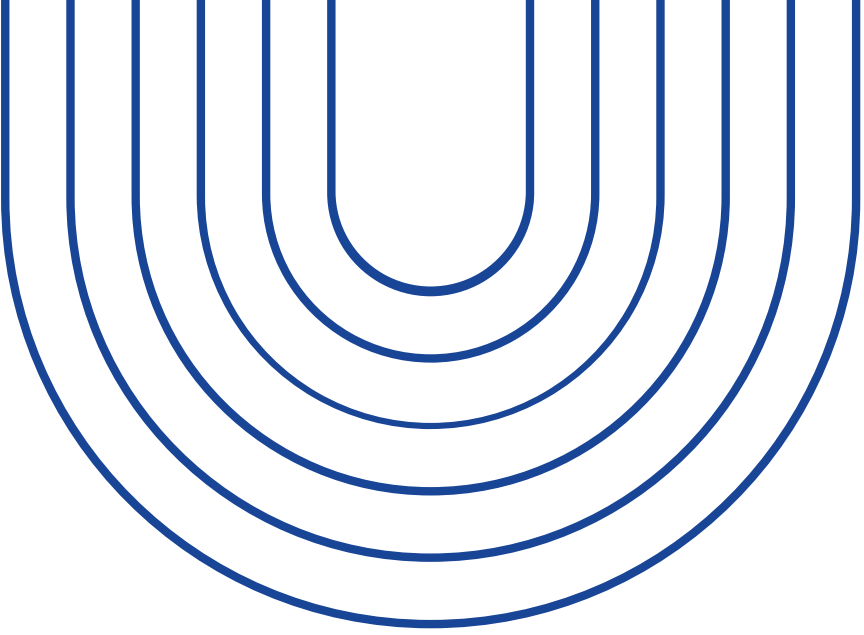
4. Establish Pull

Demand-driven Approach

Shift from a push (supply-driven) approach to a pull (demand-driven) approach in capacity building. Initiatives should be started based on actual demand and need, rather than speculative planning.

Empower Individuals

Enable team members to seek out capacity-building opportunities as they need them, creating a more agile and responsive environment.



Using Lean for capacity building

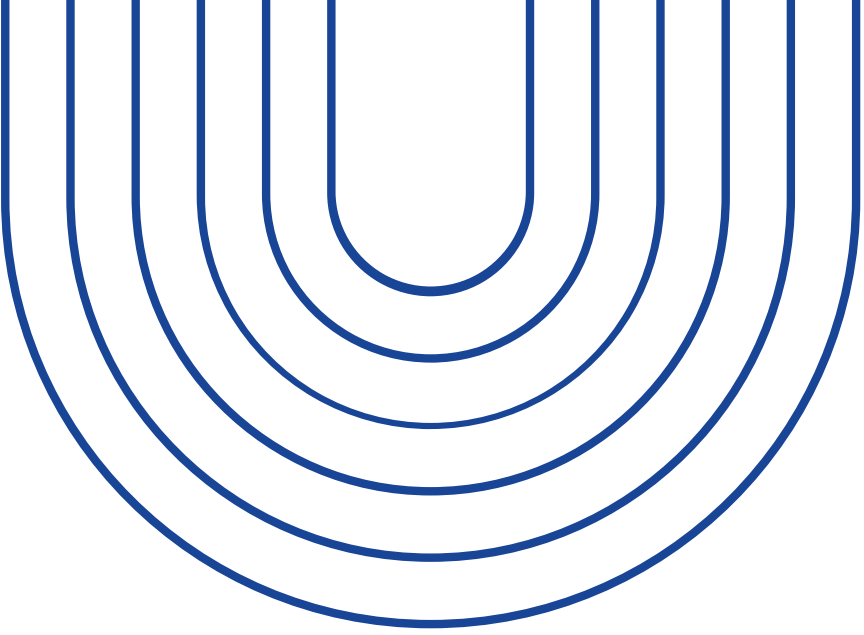
5. Pursue Perfection

Continuous Improvement

Adopt a mindset of continuous improvement (Kaizen) where the process of capacity building itself is regularly evaluated and refined for effectiveness and efficiency.

Iterative Learning

Encourage an organizational culture that sees mistakes as learning opportunities, striving for constant enhancement in skills, processes, and outcomes.



Using Lean for capacity building

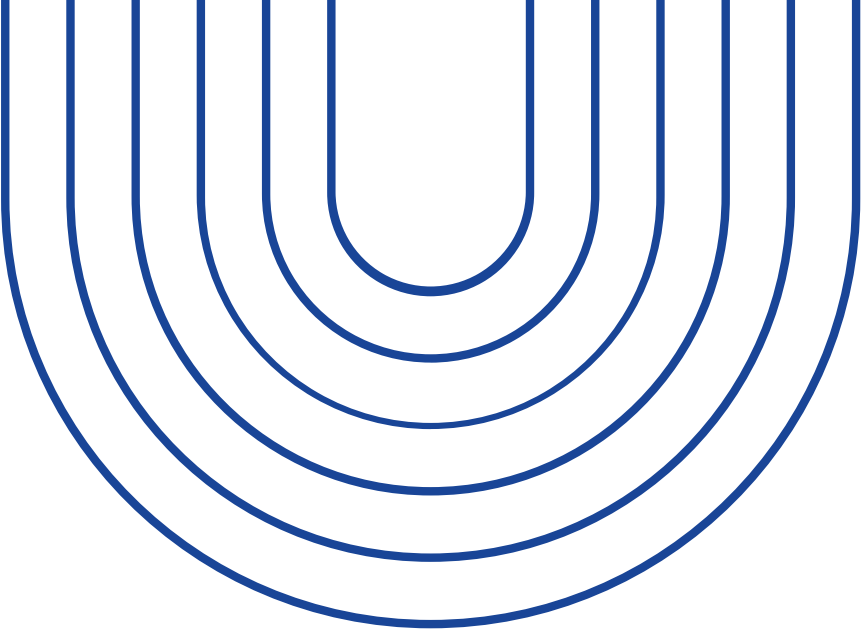
6. Respect for People

Empower Teams

Give individuals and teams the authority to identify their own training needs and the autonomy to pursue capacity-building initiatives. This fosters engagement, motivation, and ownership.

Value Contributions

Recognize and value the contributions of all team members. Encouraging feedback and participation in decision-making processes ensures that capacity-building efforts are relevant and impactful.



Using Lean for capacity building

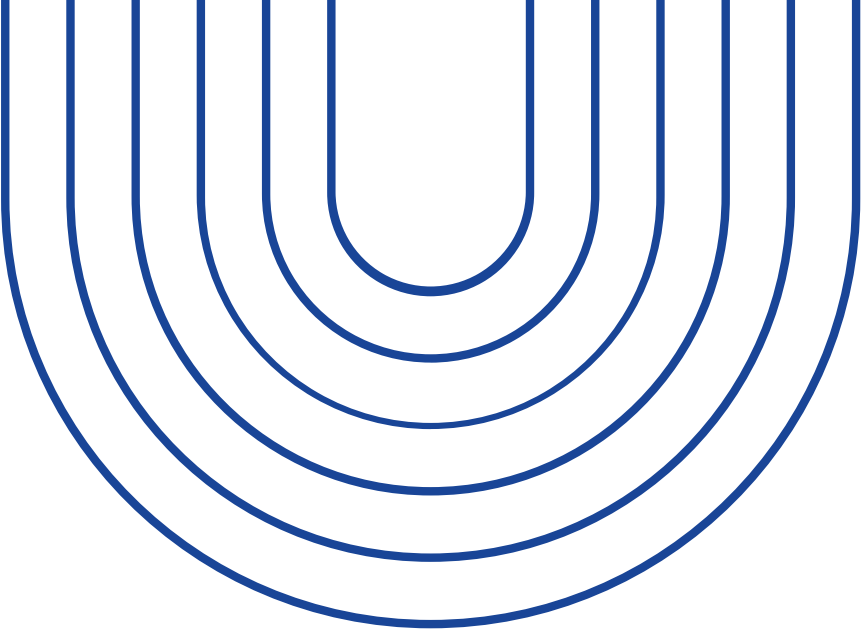
7. Optimize the Whole

Systemic Thinking

Focus on optimizing the entire organization, rather than optimizing siloed departments or processes. Capacity building should enhance the overall flow of value through all processes.

Collaboration Across Departments

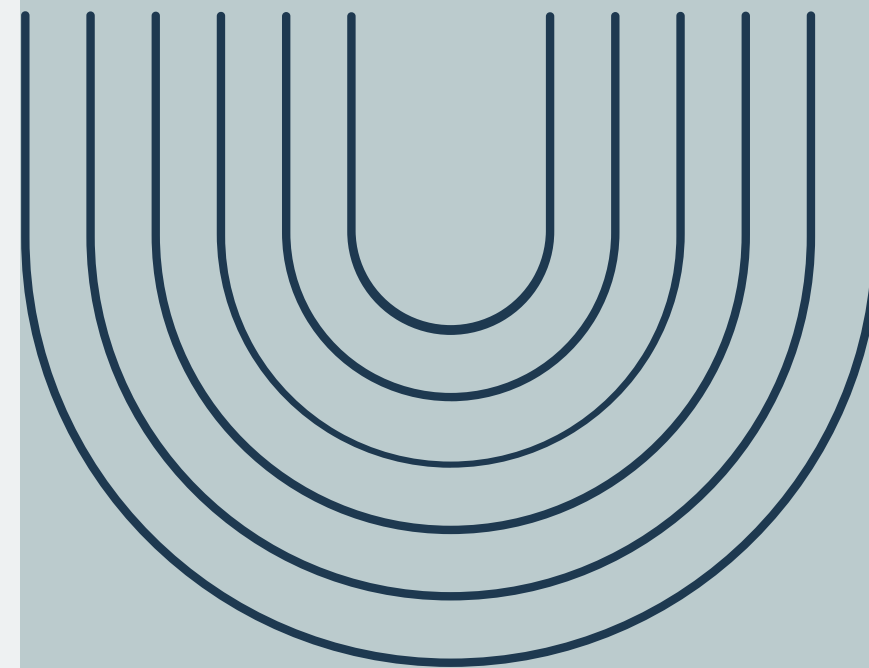
Promote collaboration and knowledge sharing across different parts of the organization to ensure capacity-building initiatives enhance the organizational system as a whole.



Benefits of Using Lean for Capacity Building

By applying Lean principles to capacity building, organizations can create more value with fewer resources, eliminate inefficiencies, and foster a culture of continuous improvement and respect for people. This approach not only enhances the immediate capabilities of the team but also positions the organization for sustainable long-term growth.

Internal Tools - focus on
software and
technological solutions
for capacity building



What are Internal Tools?

Internal tools, often referred to as business or enterprise tools, represent specialized software applications or platforms tailored to meet the specific requirements of an organization.

These tools usually operate behind the scenes, not directly interacting with customers, yet they play a crucial role in enhancing and streamlining internal operations, communication, and workflow.

They cover a broad spectrum of functions, including project management, knowledge dissemination, HR, and finance, thereby facilitating the efficient operation of contemporary businesses.



What are internal tools?

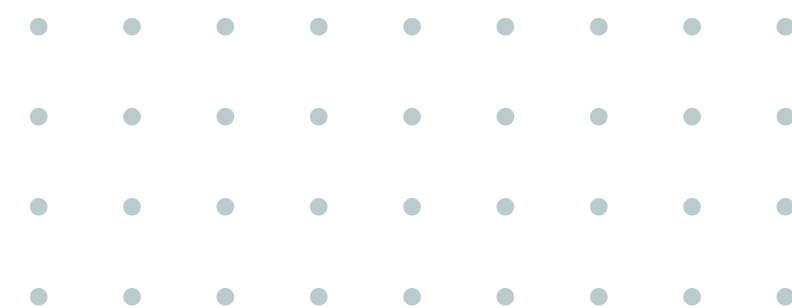
Core Functions:

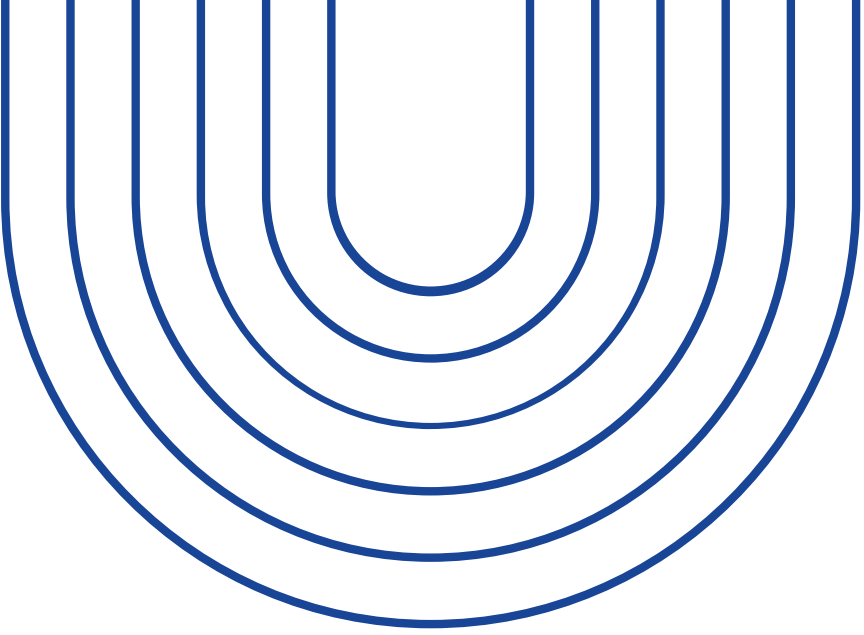
Range from project management, customer relationship management (CRM), and inventory control, to employee wikis and database interfaces.

Strategic Value:

These tools are crucial for enhancing productivity, ensuring efficient workflow, and fostering a collaborative work environment.

The right set of internal tools can significantly contribute to a company's agility, employee satisfaction, and overall competitive edge, hence directly or indirectly contributing to capacity.





Capacity Building through Technological Innovation

Tech Integration

Companies investing in advanced HRIS and ERP systems have seen a 40% increase in operational efficiency and a significant improvement in decision-making speed and accuracy.

Case Study Highlight

A study found that organizations using comprehensive capacity-building tools, like performance metrics dashboards, experienced a 25% improvement in employee productivity and a 15% reduction in operational costs.

Strategic Alignment

Leveraging technology in capacity building aligns with the finding that 72% of industry leaders believe digital transformation is essential for staying competitive.

Human Resource Information Systems (HRIS)- focus on internal processes

Purpose:

An integrated system providing essential tools for human resource management, including employee data management, payroll, recruitment processes, and performance evaluations.

Facilitates data-driven decision-making regarding workforce planning and internal capacity development.



Enterprise Resource Planning (ERP) Systems - focus on internal processes

Purpose:

Comprehensive software that integrates all facets of an operation, including planning, purchasing, inventory, sales, marketing, finance, and human resources.

Offers a holistic view of the internal processes and resource utilization, aiding in effective capacity planning and management.



Dashboard / Database GUI (Graphical User Interface)-focus on internal processes

Purpose:

Provides visual insights into data, simplifying the analysis and decision-making processes.

Example:

Real-time performance dashboards integrating data from various sources for comprehensive insights.



Approval Apps - focus on internal processes

Purpose:

Streamlines and automates the process of obtaining approvals for requests or projects.

Example:

Digital signature apps for approving documents and workflows, reducing paper use and speeding up processes.



Admin Panels -focus on internal processes

Purpose:

Centralizes control over website or application settings, user management, and content updates.

Example:

SaaS platform admin panels for managing subscriptions, user roles, and content.



CRM (Customer Relationship Management)- focus on external processes

Purpose:

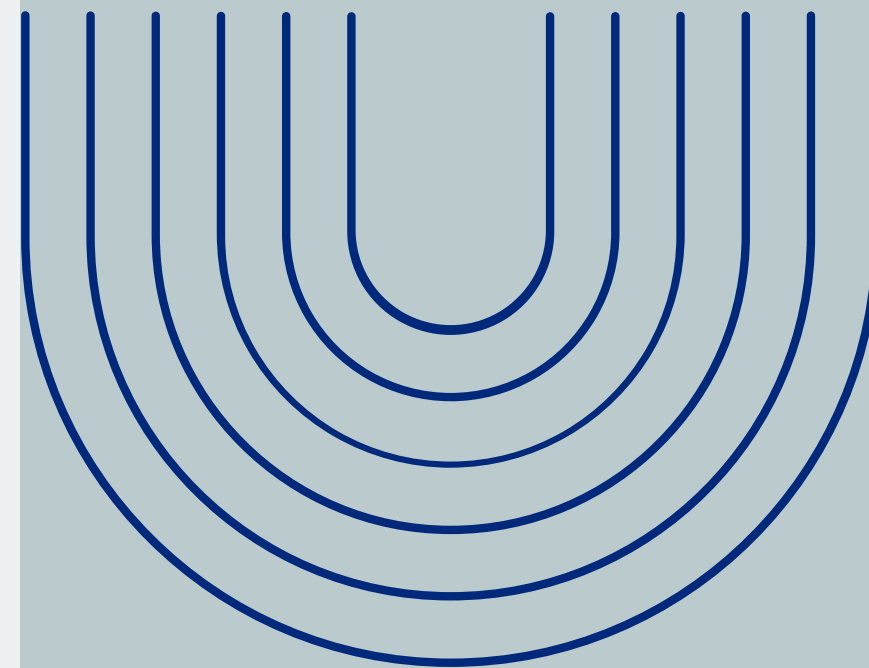
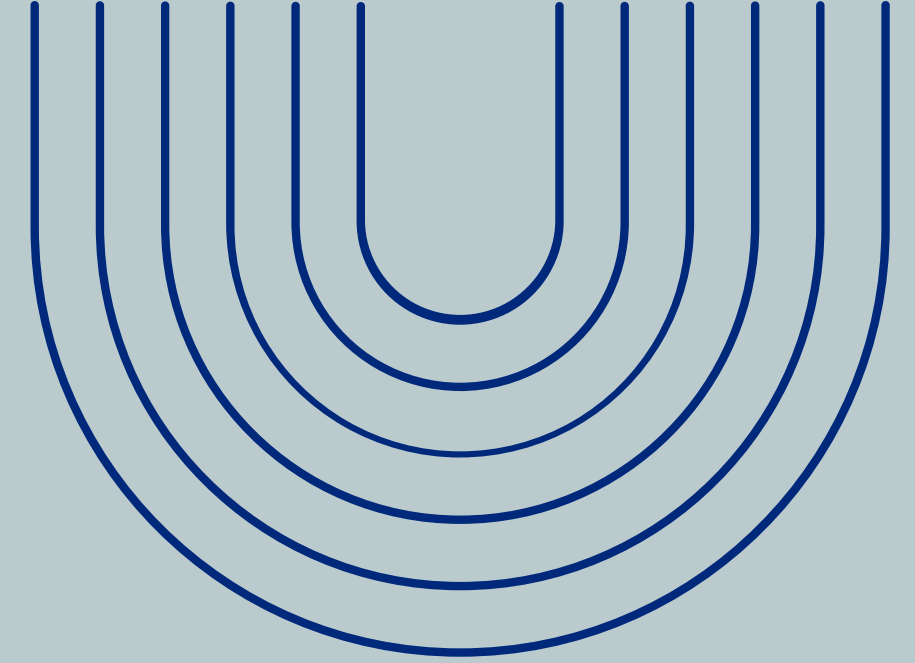
Streamlines customer interactions, sales tracking, and marketing efforts.

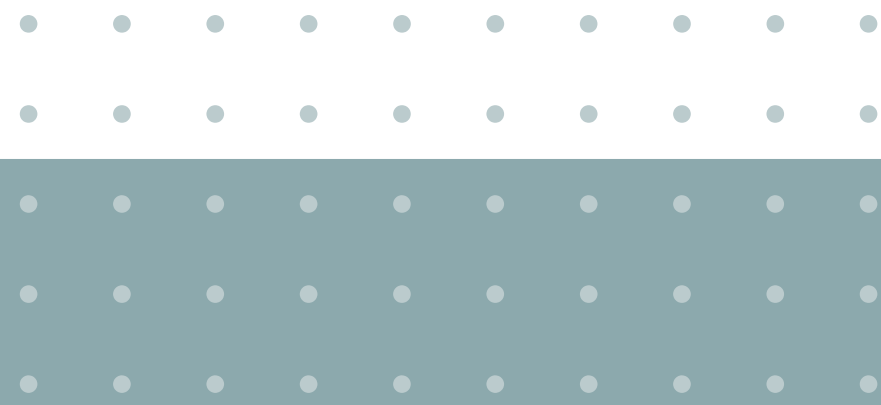
Example:

Custom CRMs tailored to unique sales processes for enhanced relationship management.



These tools provide a technological edge in assessing and optimizing both internal and external capacities, ensuring organizations remain agile and informed in their strategic planning and execution.





THANK YOU

Have any question?

