

30 Aug 2018 | 14.00-15.30 | Room: FH 300

World Water Week

Solving **the capacity gap**  
to scale  
non-sewered & decentralized **sanitation**



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**WASH**

**Sanitation**

**NSS**

**Government**

**NGO**

**Funder**

**Other**

**Capacity development**

**Implementation**

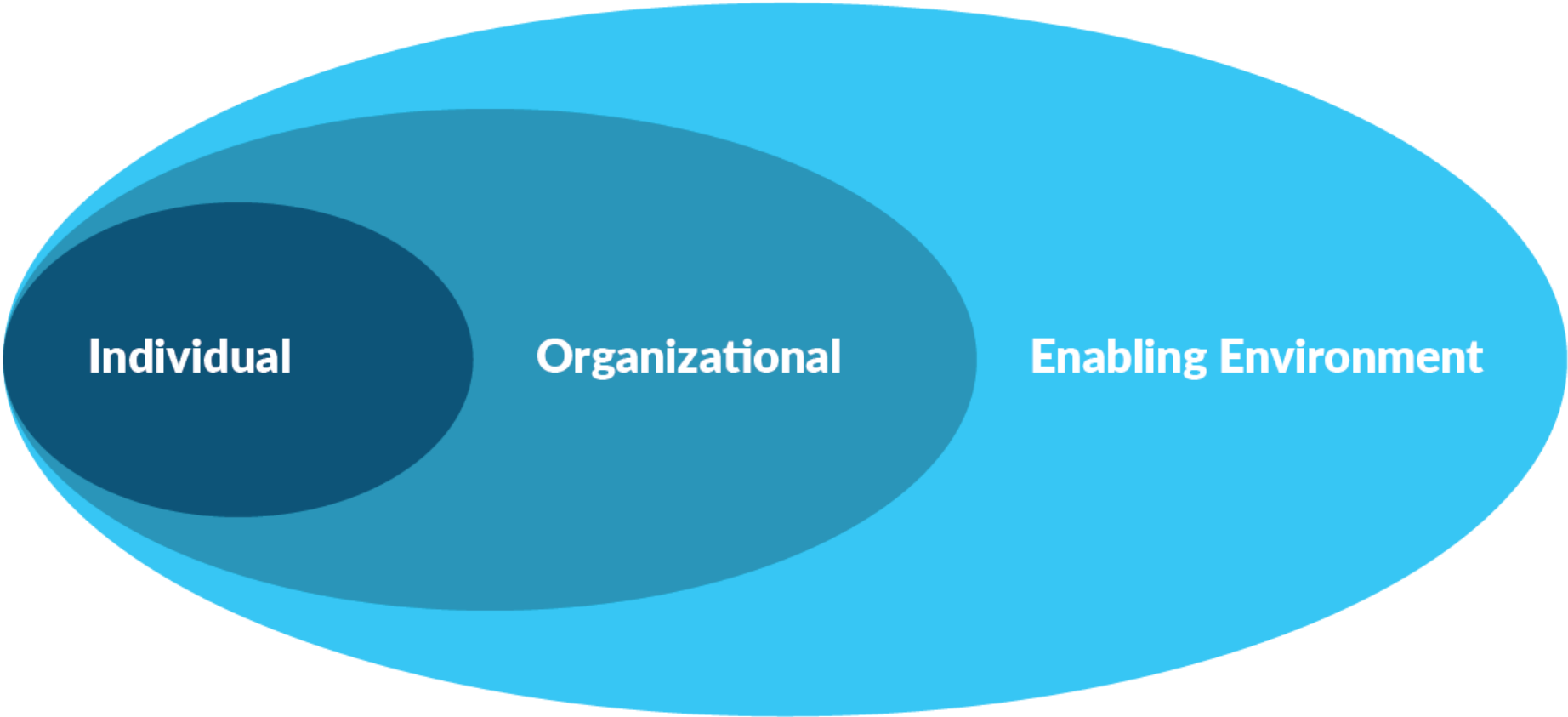
**Policy**

**Other**





# Capacity development levels





# Individual capacity

Sterenn Philippe



# Individual Capacity



**Think about your current role**

- Knowledge
- Skills
- Attitudes



**Discuss how you gained this**

- Knowledge
- Skills
- Attitudes



# Individual Capacity



Formal Learning



Non-Formal Learning



# Individual Capacity



## Formal Learning

- Public education
- Post-secondary
- Technical and vocational education and training



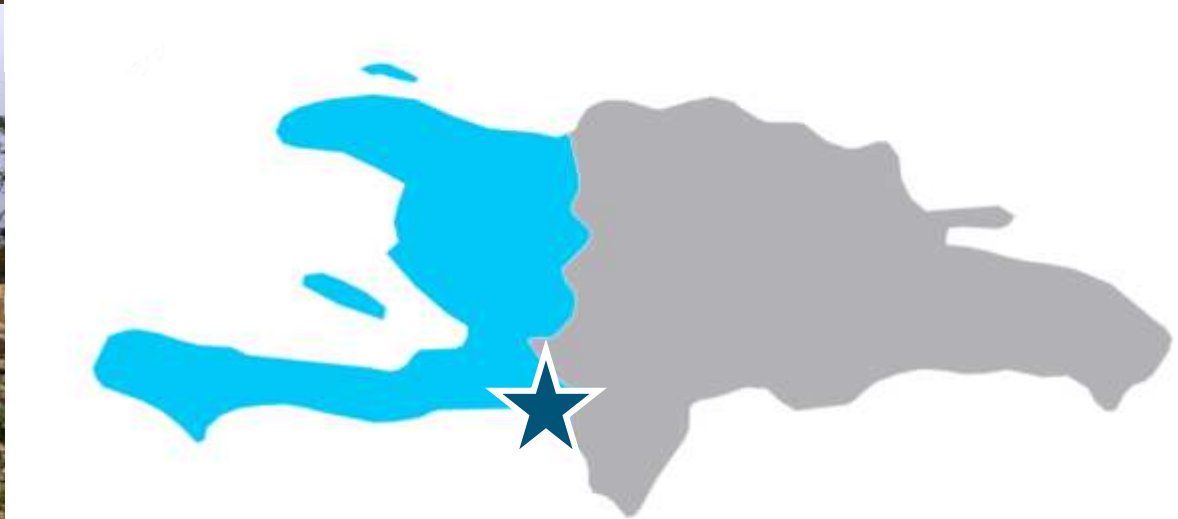
## Non-Formal Learning

- Training programs
- Learning and worker exchanges
- On-the-job training
- Webinars, online courses
- Coaching and mentoring





Community Agents  
**Haiti**







HELVETAS



Masons

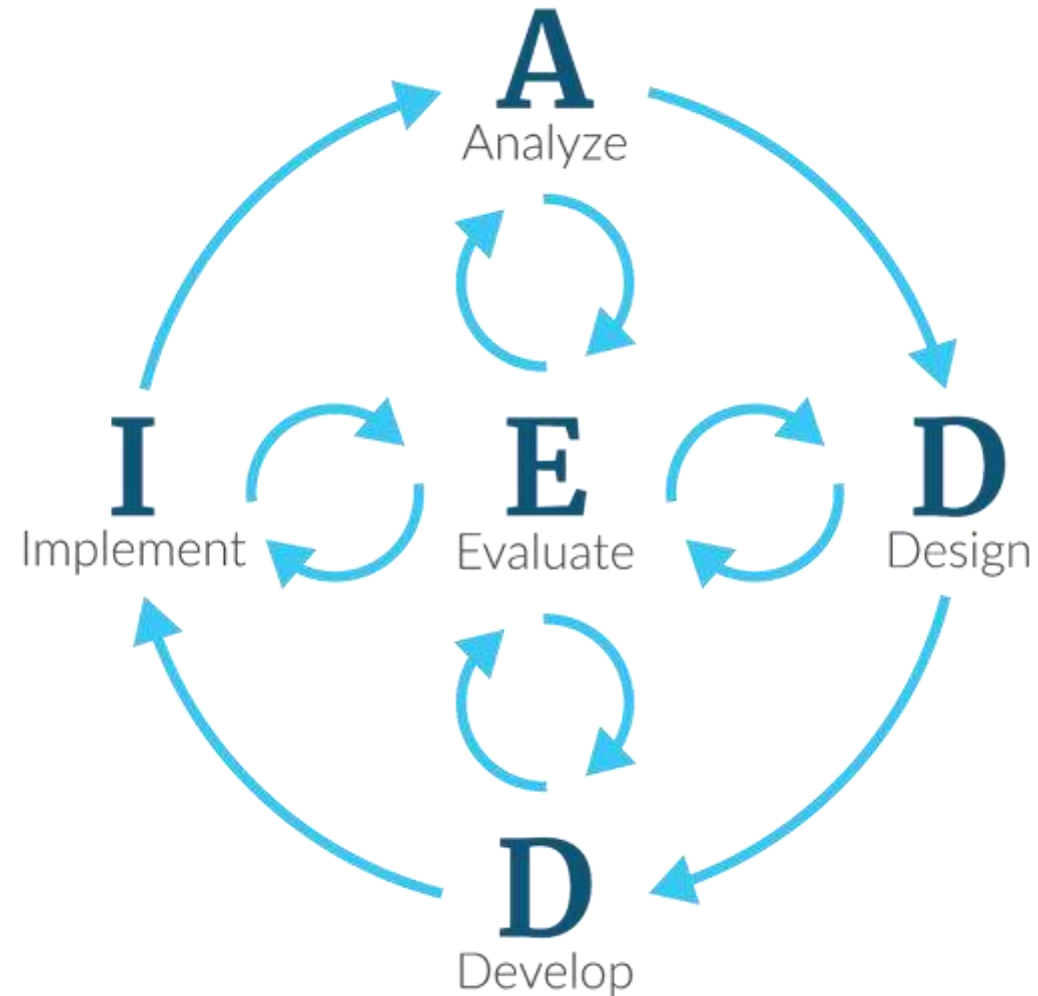


Community Agents



Households

# Instructional design framework: **ADDIE**





# Analyze: Target audience



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24p

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Louise Lindain





# Analyze: Competencies





# Analyze: Needs assessment

- Focus groups: challenges
- Knowledge assessment
- Observation of community agents during household visits
- Interview with households



# Analyze: Competencies

Requires more **knowledge** on water-borne diseases and health



Requires more **structure** to their behaviour change process

Requires improvement on **effective** communication

Requires more **household visit tools**



# Design and Develop

- 3-day training
- Mentoring and coaching (3 household visits)
- Tools





Implementation



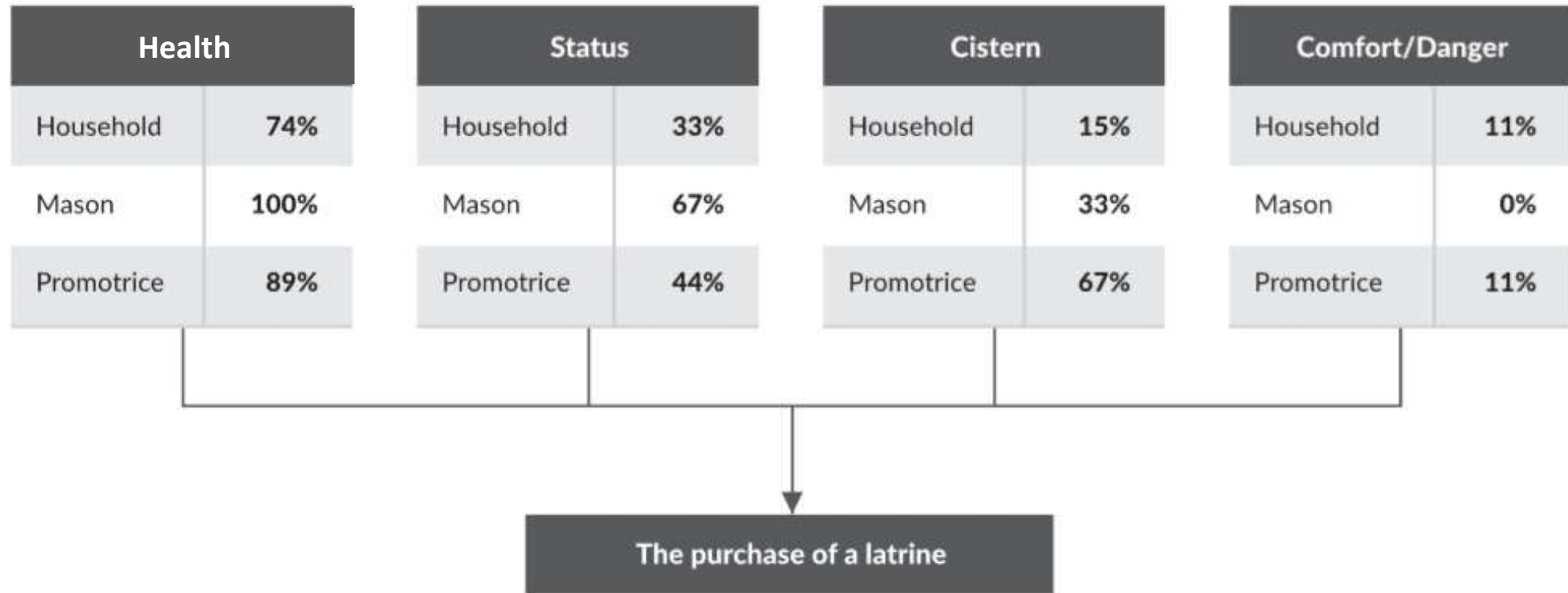
 Evaluation







# Evaluation





# Evaluation

- Majority of households feel comfortable talking to the community agents
- Community agents motivated to learn more
- Professional and confident
- Need for more equipment
- Salary



# Discussion: developing capacities

- Emptiers
- Treatment facility manager
- Government official district level
- Regulator





# Organizational capacity

## Stefan Reuter







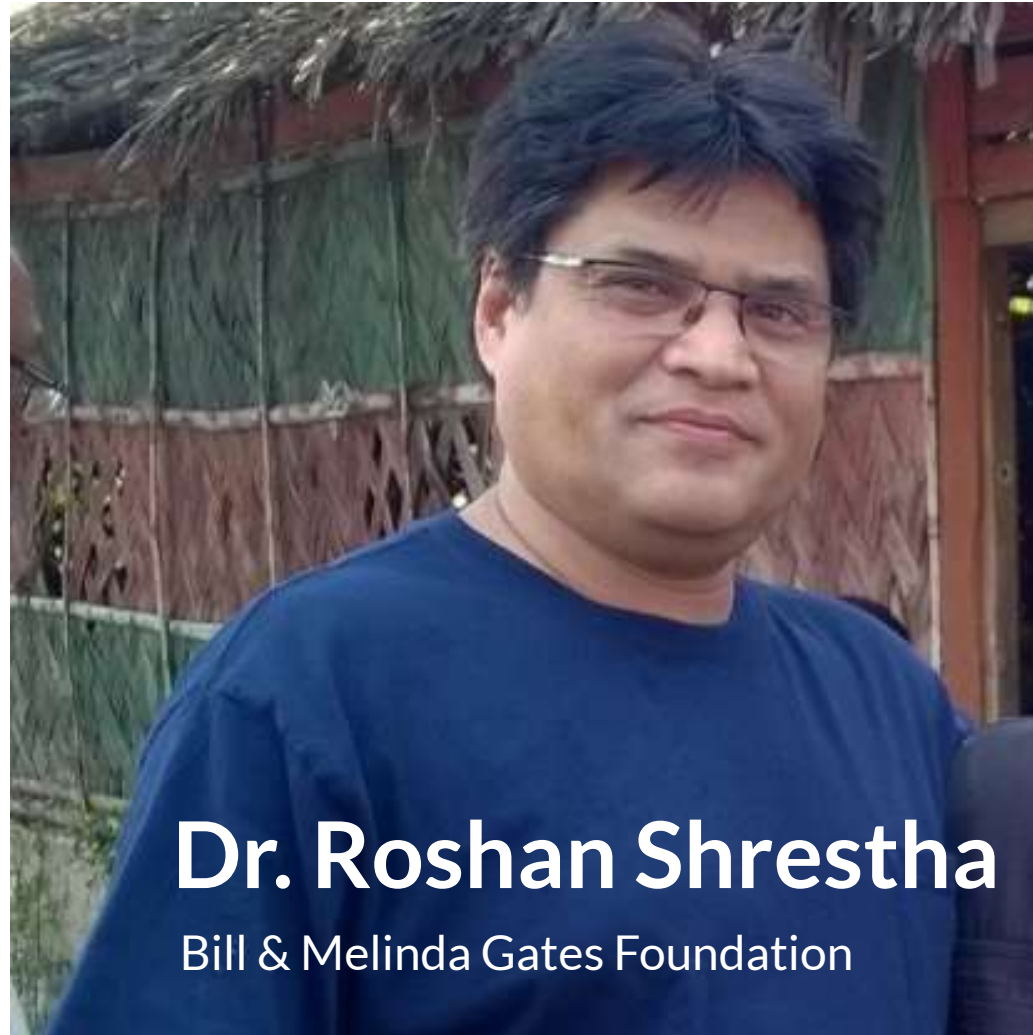
# Enabling environment



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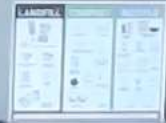
# Video







Did you see  
green to  
green  
participants?



Landfill

Recycle

Compost



# Panelists



**Norio Saito**



Deputy Country Director  
Vietnam Resident Mission

**Thomas Panella**



Chief of Water Sector Group



# Thank you!



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