

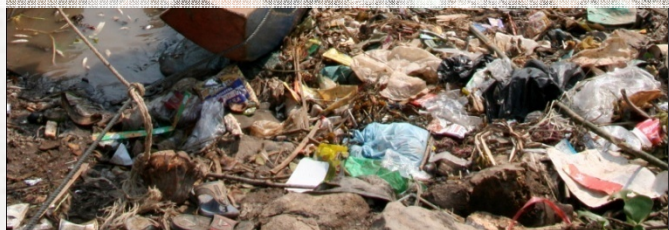
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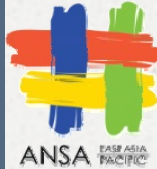
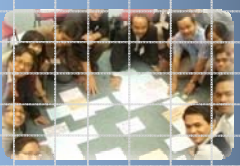


# ANSA-EAP COMPETENCY AND CAPABILITY BUILDING FRAMEWORK

**Learning-in-action as a way of integrating Social  
Accountability in ways of thinking, feeling, and doing**



Cambodia ● Indonesia ● Philippines ● Mongolia



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# Situation and Context

VERY DIVERSE AND COMPLEX

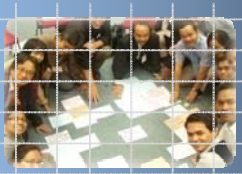
- History
- Socio-political
- Economy
- Governance

Government –  
internal reform

CSOs – Expose,  
oppose, and partner

Constructive  
engagement thru  
SAC





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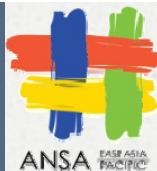
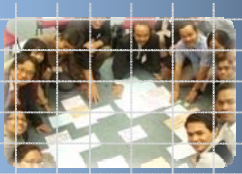
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## GOAL

To help improve the demand side of good governance by mainstreaming the SAc approach in East Asia and the Pacific especially in the various programs, interventions and actions of CSOs and citizen groups as they engage government to improve service delivery, enhance welfare promotion, and strengthen the protection of citizens' rights.





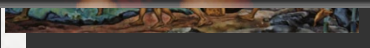
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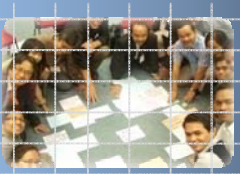


## PURPOSE

**Build a constituency for SAC through a process of institutional network formation among SAC stakeholders (especially CSOs and citizen groups) engaging government and strengthening their capacity to undertake monitoring of public sector performance.**





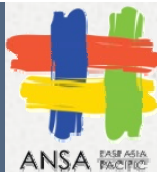
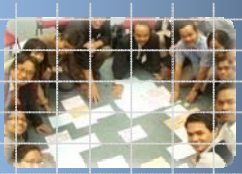


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- But who is a SAc practitioner?
- What sets of knowledge, skills, attitudes and values should he/she have?
- How do we organize and frame the competencies within a SAc capability building framework?



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# Competency: A definition



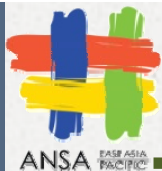
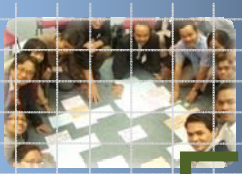
- Skills
- Knowledge
- Ability
- Behavioral characteristics

Used to perform  
**CRITICAL WORK  
FUNCTIONS**



Arena of constructive  
engagement between  
citizens and government





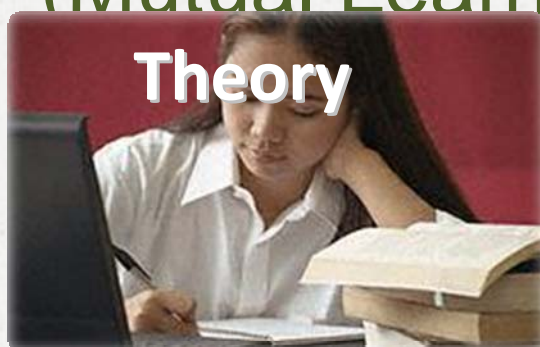
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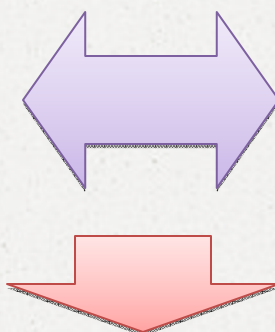


# Framing Capacity-Building for SAc

(Mutual Learning in Action Approach)



**Theory**



**Field Work,  
One-on-one  
mentoring**

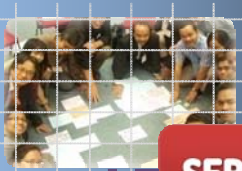
*Enhanced  
knowledge  
and skills to  
improve SAc  
practice*



**Use of  
STRUCTURED LEARNING**  
as an entry point to actual  
application on the ground of  
SAc tools and practices



*Increased  
ownership of  
SAc approach  
& practice*



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**SERVICE DELIVERY**

**COMMUNITY WELFARE**

**RIGHTS PROTECTION**



**LEARNING OUTCOMES**  
(Enhanced SAc Competencies)

Networking with SAc  
Stakeholders

Knowledge Sharing  
with Partners

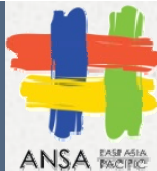
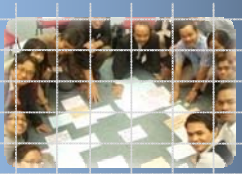
Capacity Building of  
Partners

Mobilizing Resources  
for SAc Action

Learning Objectives  
Learning Activities

Cambodia ● Indonesia ● Philippines ● Mongolia





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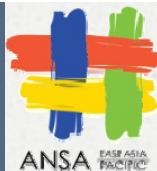
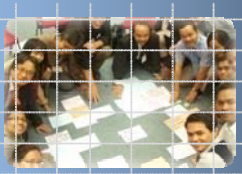
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Sets of skills, knowledge, ability or behavioral characteristic that is applied or used to successfully perform “critical work functions” within a given arena where citizens and government are constructively engaged.

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## SOME GENERIC AND CROSS-CUTTING SAc COMPETENCIES



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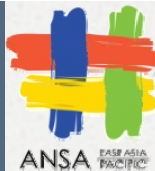
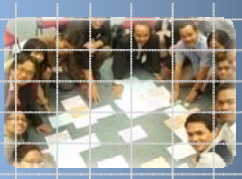


# COMMUNICATION

- Dialogue
- Presentation
- Giving/receiving feedback
- Conflict management
- Use and application of IT







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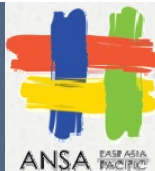
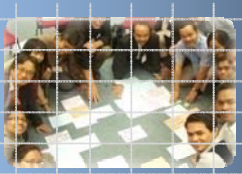
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# INFORMATION GENERATION



- Environmental scanning
- Situation analysis
  - Stakeholders' analysis
  - Political mapping
  - Power analysis
  - Stocktaking activities
- Documentation



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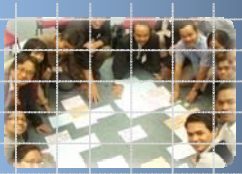


# FACILITATION

- Group process observation & analysis
- Decision-making
- Problem solving
- Design and delivery of participatory processes
- Assessment, evaluation, and internalization of information & experience
- Process orientation
- Positive appreciation of group members
- Critical thinking
- Consensus-building







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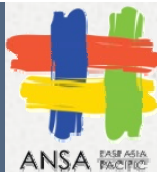
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# STRATEGY DEVELOPMENT (Project Dev't. & Mgt.)



- Problem and issue identification
- Situation analysis
- Risk assessment & risk management
- Strategic & operations planning
- Monitoring & evaluation



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# RESOURCE MOBILIZATION

- Situation analysis
  - Financial analysis
  - Market analysis
- Community organizing
- Partnership building
- Fund raising

