



USAID
FROM THE AMERICAN PEOPLE



Volunteer Name: Louisa Rogers

Country: Uganda

Country project: Maize Country Project

Assignment: Organizational development

Host: IDIWA (Integrated Disabled Women Activities)

Venue: Iganga

Audience: IDIWA management and staff

Number of people : 15

Date: June 15th – 24th , 2016



1. Assignment Objectives as in SOW

- * To enable employees and Board to align with organization vision and mission.
- * To increase organizational effectiveness and efficiency in achieving its strategic goals.
- * To create an environment where employees are encouraged to work and participate enthusiastically.
- * To create an environment of trust so that employees willingly accept change.

2. Achievement of the assignment objectives

Objective 1: This objective was met. Staff explored many issues related to the vision and mission, and they created their own personal vision within the larger framework of IDIWA's vision.

Objective 2: This objective was met. Staff studied and practiced techniques to improve time management and focus. In class, there were fewer distractions and more on-time arrival.

Objective 3: This objective was met. Staff members began taking more responsibility for themselves and IDIWA, showed initiative, and identified their own motivations. Managers learned how to engage staff.

Objective 4: This objective was met. In the training, staff explored change in depth. Willingness to accept change is a different issue from trust, but there is both more trust and more willingness to accept change now.

3. Recommendations to the host with regards to the assignment

- Either a) hire a part-time HR manager, or b) train current Program Manager in HR functions and promote to part-time HR manager.
- Provide each employee with a copy of the policy manual.
- Enforce the lateness policy, with consequences.
- Institute a limited cell phone policy.
- Rotate facilitation and format of the weekly staff meeting.
- Create a file for each new client with all interactions updated.
- Post Communication Agreements in a public space.
- Managers review 'Motivation List' with each employee once every six months.

4. Anticipated Impact

- The impact is already visible in the sense of personal initiative and responsibility shown by staff. As staff continue to hold leadership positions (e.g., chairing staff meetings), the enthusiasm and motivation will grow.

5. Recommended future volunteer Assistance

- Depending on if the IDIWA management team wants this, an HR specialist to train the new HR manager

6. Recommendations to other non-host stakeholders

- No recommendations

Action plan for host recommendations

Recommendation	Specific Action	Responsible person	By when
1. Either a) hire a part-time HR manager, or b) train current Program Manager in HR functions and promote to part-time HR manager.	1. ED and management to decide whether to request an HR specialist volunteer. 2. Seek funding.	Elizabeth, ED	July 2016
2. Provide each employee with a copy of the policy manual.	1. Make revisions in policy manual. 2. Print copies. 3. Review manual with staff	Paul, Finance and Administration Manager	July 2016
3. Enforce lateness policy, with consequences	Put on agenda for next managers' meeting	Paul, Finance & Admin. Manager	July 2016
4. Institute a limited cell phone policy.	Put on agenda for next managers' meeting	Paul, Finance & Admin. Manager	July 2016
5. Rotate facilitation and format of the weekly staff meeting.	Have a precise start and finish time for all agenda items at next staff meeting	Paul, Finance & Administration Officer and Kevin, Program Manager	July 2016

Action Plan Cont'd

Recommendation	Specific Action	Responsible person	By when
6. Create a file for each new client with all interactions updated.	Start the process manually until the online information management system can be accessed by all staff	Ezekiel (M&E Manager) and Edith (Assistant)	Immediately
7. Post Communication Agreements in a public place	These should be in a large font easy to read	Mugabi	June 2016
8. Managers to review 'Motivation List' with each employee once every six months.	The ED will remind her managers to review lists from their supervisees.	Mugabi will remind the ED who takes lead on this	December 2016

7. How can CRS improve future volunteer experience

- If CRS staff is unavailable to accompany volunteer to site, specify in writing to host and to volunteer exactly what must be covered in the overview before starting work.
- Upgrade CRS laptops to enable internet speed.
- Combine the report/ group presentation/ data collection forms so less time is spent duplicating the same material in different formats
- In guidelines to volunteer before leaving USA, specify what constitutes “larger denominations” in bills for better rate of exchange.

Thank You!