

## In-house Training

Our flexible in-house training and organizational learning services put your organization's learning needs at the center, offering flexibility in terms of location, timing, course content, and delivery methods.

 <b>The Client</b>	Plan International is an independent development and humanitarian organization working in 76 countries advancing children's rights and equality for girls.
 <b>Client Challenge</b>	Create a common methodology and standardize language and tools throughout the organization to improve the quality of project management.
 <b>Solution</b>	Customized PMDPro Flex (project management training) to include Plan's own tools and templates. Trained 60 Plan staff as trainers to roll out the adapted PMDPro Flex, and face-to-face training to 1,500 staff. Advised on the development of KPIs around program management quality.
 <b>Keys to Success</b>	Leadership buy-in and a clear project lead, who set goals and outcomes and engaged staff through consultation and regular feedback processes. Humentum enabled Plan to learn from other NGOs implementing similar initiatives. We ran one flex as a pilot, learned from it, adjusted and then rolled out the next four cohorts. Our e-learning tools (curatr) allow for scale and easy customization.
 <b>Results</b>	"Newly certified professionals become agents of change, mentors that support others to optimize and improve the quality of their projects." Maria Gabriela Padilla, Learning Development Adviser, Plan International Regional Office of the Americas

## Consultancy

We deliver tailored management advice and support to help our members and clients strengthen their operations and organizational performance through a global team of 40+ associate consultants.

 <b>The Client</b>	The Population Council addresses critical health and development issues through biomedical, social science and public health research and programs in more than 50 countries.
 <b>Client Challenge</b>	The Council requested an external assessment of knowledge generation and management processes to identify good practices, gaps and redundancies in cross-organizational information sharing. This included identifying the knowledge needs of different audiences at country, regional and global levels.
 <b>Solution</b>	Humentum used an Information Audit methodology to identify current practices, technical skills, and information management protocols. The audit identified the key policies and procedures that impact on the effectiveness of knowledge management, the main pain points for staff, and success stories within the organization.
 <b>Keys to Success</b>	Humentum conducted 74 interviews with key stakeholders across the organization globally using a set of standard questions, which were analyzed using a set of guiding principles. These guiding principles were developed based on the Council's environment and business model.
 <b>Results</b>	The final report proposed a strategy to address current knowledge sharing gaps and ways for the Council to develop an organization-wide knowledge management strategy to ensure that its class-leading research is accessible to and informs the work of all staff.

## Capacity Development Programs

Our proven approach uses local teams to combine our training and consultancy expertise to cultivate organizational effectiveness and resilience for your partners.

 <b>The Client</b>	The Civil Society Support Programme, a \$40m multi-donor funded program managed by The British Council aimed at strengthening the relationship between government and civil society.
 <b>Client Challenge</b>	Successfully manage over 700 grants to national organizations, many of which had little or no prior experience of managing donor funds.
 <b>Solution</b>	Recruited and trained local financial experts to provide mentoring and training to over 400 organizations. Humentum's local finance experts provided 215 training workshops and 900 mentoring visits.
 <b>Keys to Success</b>	Humentum mentors built relationships of trust with the grantees so that they shared problems openly and committed to make the improvements needed.
 <b>Results</b>	"Our capacities have really been significantly enhanced: as an indication, we have been successfully tapping donors and government funds and our annual total income sharply increased by more than 320%...thank you CSSP for the art of managing our finance and strategic shift you made in our organization" Dawit G/silassie – Finance and Admin, PAD