

D Development

C Capacity

I Institutional

&

H Human

Human

12 credit points  
towards CPT re-certification



# HICD-Assessment Training Program

Nov. 19-21, 2013, Washington DC

*A ramp-up package for consultants, who want to conduct professional HICD assessments and for contractors, who want to better understand the essentials of assessments and how to manage consultants during an assessment*



Bringing Best-practice Performance Improvement & Management Expertise  
to the Field of International Development

## What is your situation?

HICD projects are complex and require an approach that follows the HICD handbook. This is especially true for HICD assessments, the core of an HICD approach.

However, following a handbook doesn't make you a professional.

Doing professional work requires knowledge, skills, know-how and reflected experience, plus a set of proven tools.

Even consultants who are experienced in capacity development may have problems coping with the new HICD requirements.

Are you a newcomer to the field, who knows little about HICD, but is interested to enter the field?

Are you an experienced capacity development consultant, who nevertheless has open questions concerning HICD?

Are you a contractor who has to manage consultants during HICD projects, and is not sure what to expect?

Then this ramp-up package is for you.

To give you a head start when the HICD IQC decision is made, we developed this training course that provides the necessary knowledge and know-how to conduct and manage HICD assessments. In addition you'll get a comprehensive toolbox that will guide your future work.

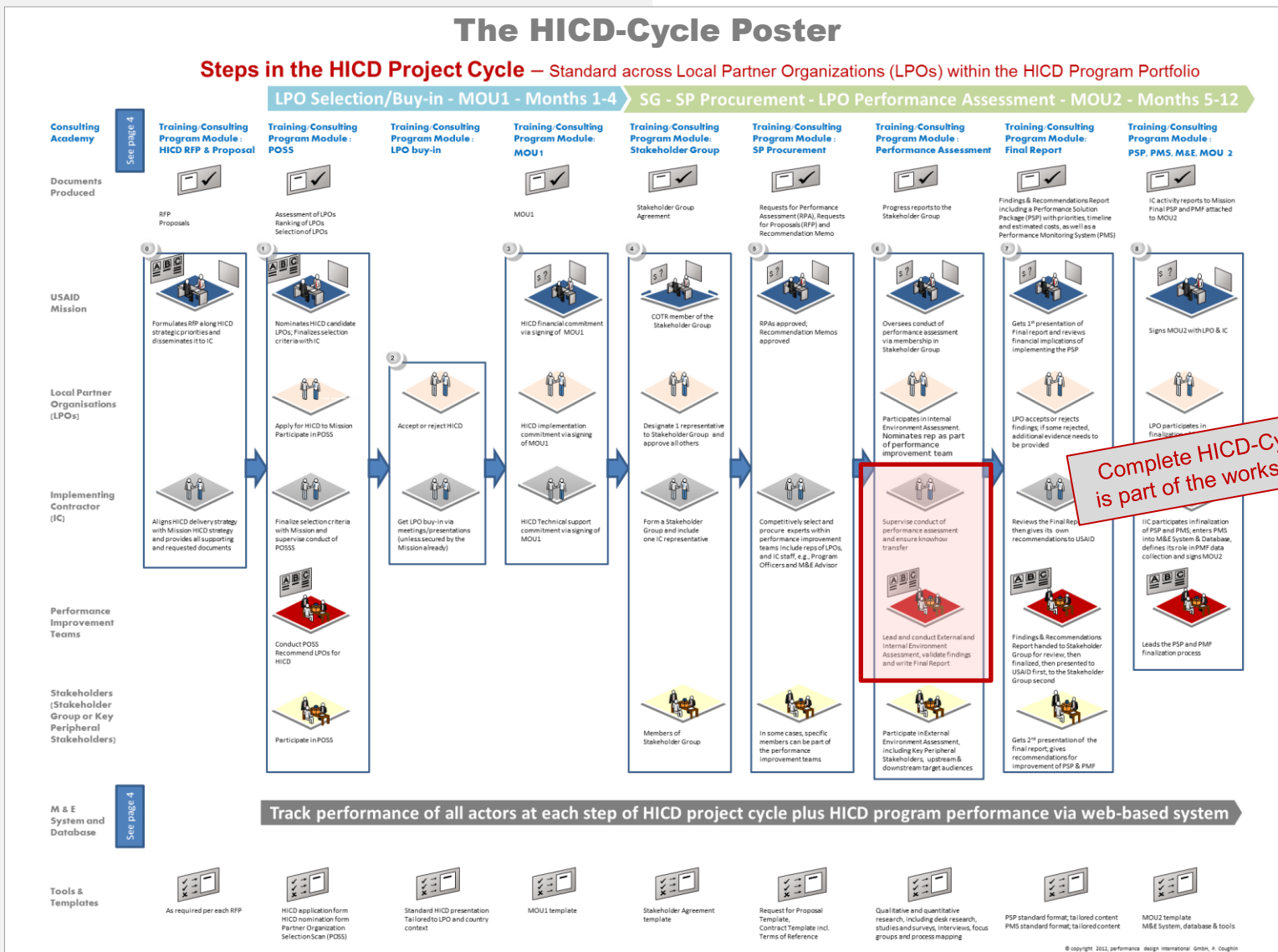




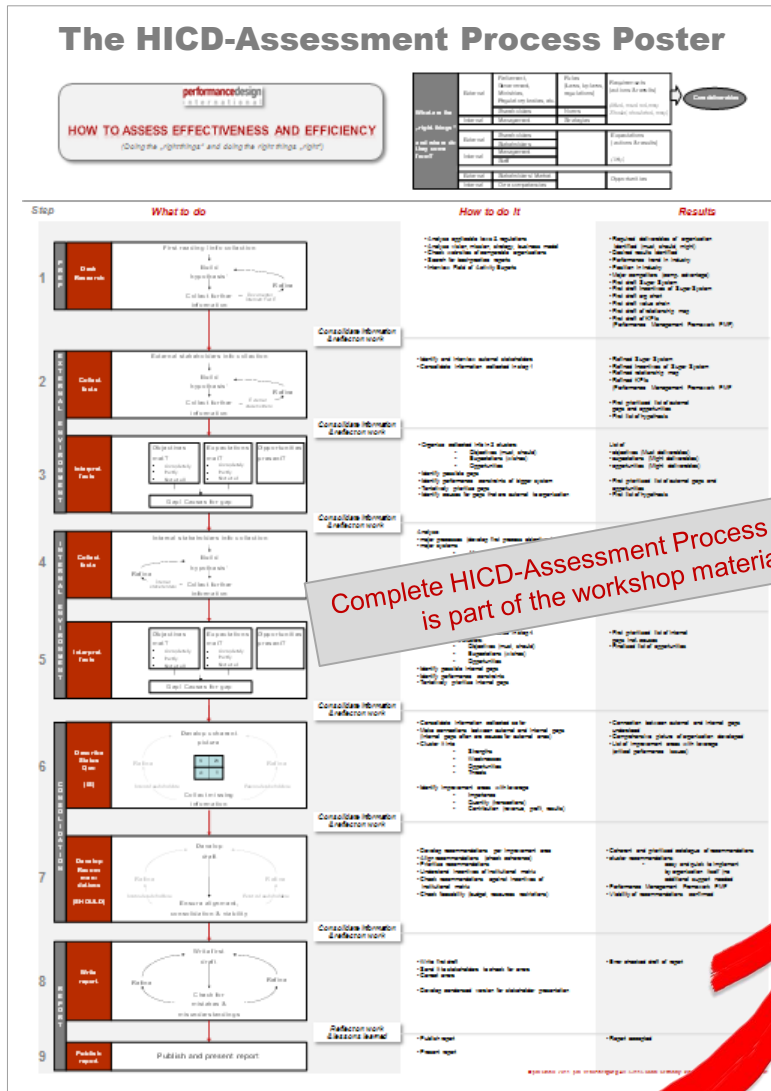
# The HICD-Assessment Training is embedded in a full and detailed understanding of HICD projects

The training is based on a detailed elaboration of a standard HICD process.

You'll get a full project overview and then focus on the core of an HICD project: the assessment of the partner organization.



# The HICD-Assessment Training provides a complete guide to conduct HICD assessments



The training is based on a detailed elaboration of a standard HICD assessment process.

You are guided step-by-step along the process, learn about the essentials of each step, get re-usable forms and templates for your personal use, and learn about the DOs and DON'Ts that are important for all activities to conduct an HICD assessment.

All this is presented along with a real world case study that allows you to immediately apply what you learn.

# What will you *specifically* get from the HICD-Assessment Training Program?

## Module 1: HICD Project Overview

- Presentation & discussion
- Handout support materials, including HICD-Cycle Poster

## Module 2: The HICD Assessment Process

- Presentation & discussion
- Handout support materials, including HICD-Assessment Process Poster that shows all phases of an HICD assessment, all results per phase and tools that are helpful to achieve required results.

## Module 3: The HICD Assessment Team

- Presentation & discussion of roles & responsibilities
- Handout support materials, including R&R matrix

## Module 4: Cases study part 1: Document research and external environment assessment (EEA)

- Presentation & discussion of case
- Handout support materials, including examples of performance assessment work plan , Super System map, value chain map, KPI depository, log book for EEAs
- Work in break out groups
- Debrief of results

## Module 5: How to develop Key Performance Indicators

- Presentation & discussion
- Handout support material, including KPI matrix and benchmarks

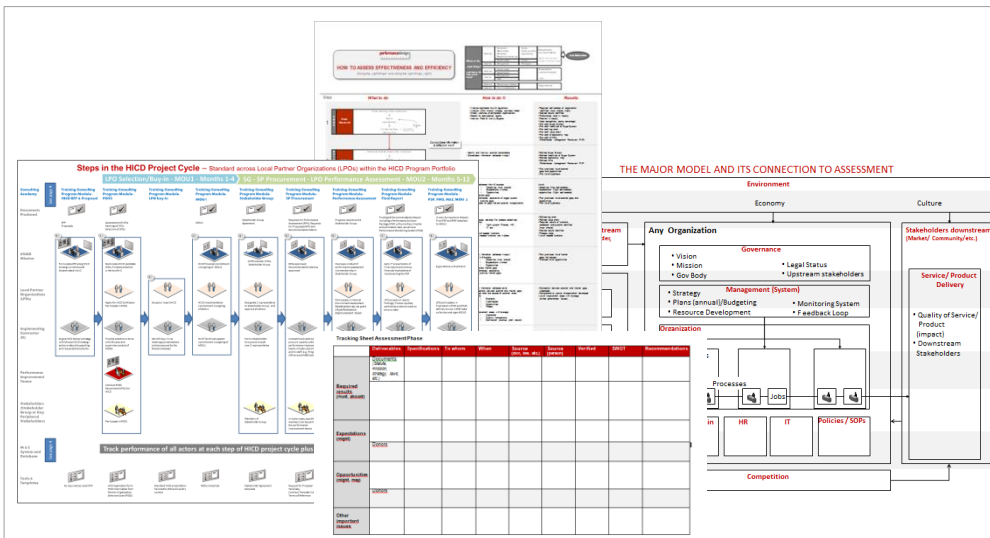


Handout support materials have been developed from practice, and provided detailed guidance to numerous consultants during assessments. The trainer will extract insightful value from them based on his HICD assessment experience in the field.

**You will get 12 credit points towards ISPI'S CPT re-certification**



# What will you *specifically* get from the HICD-Assessment Training Program?



Just like the posters, all presentations and handout support materials are for you to keep for your personal use.



## Module 6: Case study part 2: Internal environment assessment (IEA)

- Presentation & discussion of case contd.
- Handout support materials, including interview guide, log book for IEAs, process mapping
- Work in break out groups
- Debrief of results

## Module 7: Case study part 3: consolidation of results

- Presentation & discussion
- Handout support materials, including coherent org picture, improvement areas with leverage
- Work in break out groups
- Debrief of results

## Module 8: Management system, KPIs and M&E for HICD

- Presentation & discussion
- Handout support materials, including a management system blueprint design, an M&E blueprint design, steps in developing the M&E and the PMS within it, and PMS components such as KPI & Progress Marker (outcome indicators)

## Module 9: Case study part 4: Report and Stakeholder presentation

- Presentation & discussion
- Handout support materials, including examples of report structures and presentations
- Work in break out groups
- Debrief of results

## Module 10: Wrap-up and personal development plan

- Presentation & discussion
- Handout support materials, including example of personal development plan

# The Consulting Academy behind the training program

## What is our purpose?

We provide private enterprises, independent consultants as well as international donor agencies, their implementing contractors, local service providers and local partner institutions, with both practical management knowhow and relevant consulting skills in performance consulting, including *Human and Institutional Capacity Development*.

## Who are we?

Performance Design Partners is a US-based partnership firm between performance design international and Performance Design Lab. For more information on pdi and PDL, visit the following web-sites:

[www.performance-design-international.com](http://www.performance-design-international.com)

[www.performance-design-lab.com](http://www.performance-design-lab.com)

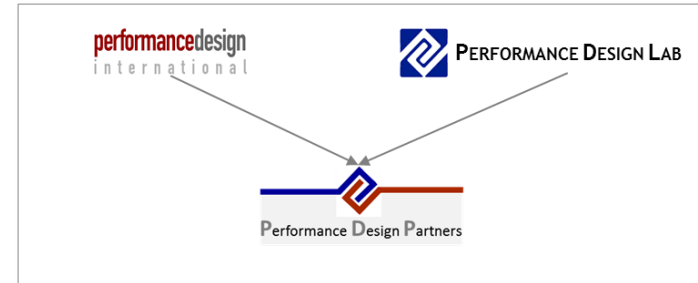
Both companies are closely connected to the International Society for Performance Improvement, and PDP's partners participated in the ISPI think tanks to further develop Human Performance Technology.

A considerable number of PDP's consultants are Certified Performance Technologists.

The two mother companies share the same theoretical foundations and use many of the same models and concepts, but each also brings a different but complementary approach to organizational needs.

Therefore PDP has the most comprehensive offer available in the field of performance consulting, that is based on sound methodology and on decades of experience.

PDP developed a unique approach bringing consulting experience and expertise in the private sector business community to support Human and Institutional Capacity Development (HICD) in emerging and developing countries. PDP's methodological approach follows the USAID HICD handbook and is able to integrate other approaches if local contexts require it.



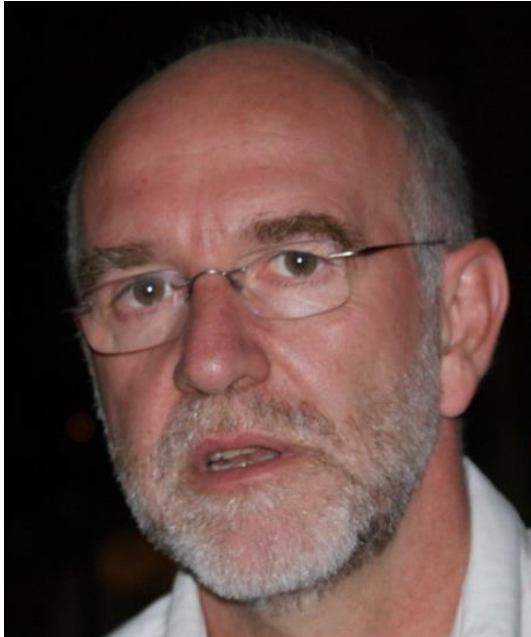
## What is our quality assurance to you?

pdi and PDL are well established firms in the field of performance improvement in the US and EU as well in all parts of the world where international development takes place.

Our consultants are performance improvement and / or HICD consultants and management experts, They come from different cultural backgrounds, which ensures personal sensitivity and service adaptability to local contexts and organizations.



## Who will be the head trainer of the program?



### **Klaus D. Wittkuhn**

has 25 years of experience in international consulting and training of consultants thereof 15 years in development contexts and 8 years in HICD programs.

His experience covers the management of multi-national projects with up to 20 consultants and more than 100 people involved in work groups to develop customer specific solutions. This includes training and coaching of consultants, coaching of project managers and coaching of project coaches.

Project examples in development contexts are:

- Capacity Development for Technical Colleges in South Africa (nation-wide system)
- Capacity Development for the Ministry of Education, Sri Lanka
- HICD for the State Education Inspectorate of the Republic of Macedonia
- HICD for the Bureau for the Development of Education of the Republic of Macedonia
- HICD for the State Commission for the Prevention of Corruption of the Republic of Macedonia
- HICD for the Macedonian Human Resource Association
- HICD for the Association of Local Self Government Organizations of the Republic of Macedonia
- HICD for the University of Pristina, Kosovo
- HICD for the National Education Accreditation Center, Georgia
- HICD for the National Assessment and Evaluation Center, Georgia
- HICD for the Georgian Hospital Association, Georgia, together with local consultancies in Georgia
- HICD for the State Care Agency, Georgia, together with local consultancies in Georgia
- HICD for local consultancies, Georgia
- HICD for the General Secretariat of the Ministry of Foreign Affairs, Azerbaijan
- HICD for for NicaSalud, a Network in Health Care Sector in Nicaragua
- HICD for the Association of Development and Support of Microfinance Organizations of Georgia (MISO) together with a local consultancy
- HICD for Ministry of Internally Displaced Persons from Occupied Territories, Accommodation and Refugees (MRA), Georgia
- HICD for Georgian Oil and Gas together with a local consultancy

## When? Where? How to register?



### When and where will the program take place?

The HICD Assessment Training Program will last three days and take place :

- From Nov. 19-21, 2013
- at a location in the Washington DC area, tbd
- from 8:30 to 12:30 and 13:30 to 17:30  
Reception of participants will be on Tuesday from 8:00 to 8:30

### What are the terms?

The participation fee is 1,980\$ per participant  
1,690\$ for early birds until Oct 20, 2013 and includes:

- HICD-Project Cycle Poster
- HICD-Assessment Process Poster
- Re-usable handout materials developed from practice
- Buffet lunch on all three days
- Coffee, tea and refreshments

If you are travelling to Washington, please arrange for your own accommodation.

Booking should be no later than Nov. 03, 2013, and the same for payment in full to the bank account indicated in the email you will receive immediately after registration. Once we receive payment, confirmation of participation is sent to you, together with additional Information (such as name and address of training location).

We reserve the right to cancel this program. If this was to happen, we would make an announcement, and refunds would be made to you immediately.



If you have any questions before signing in, please contact Klaus Wittkuhn at: [klaus.wittkuhn@pd-international.de](mailto:klaus.wittkuhn@pd-international.de)  
He will respond to your questions immediately.

# To register go to:

<http://performancedesignpartners.com/j25/>

If you are interested but cannot participate please use the same link. You can leave your email address and we will inform you about other training courses to come.

### Note:

If you register for the training because somebody has recommended the training to you the recommender gets a discount. So please don't forget to enter the name of the recommender on the "referred by" line in the registration form.

# Development Capacity & Institutional Human

