

Case Study: Report/Proposal Review Training

Date of Services: June - August 2023



At a glance

FLUSH ran a customized and recorded communications training for the WaterAid America team on a standard framework and best practices for reviewing project proposals and reports for a US-based audience.

Client Testimonial

"Thank you for delivering an excellent and relevant training, with opportunities to ask questions and discuss concrete examples to improve and learn. The feedback from the team has been very positive."

*Romain Broseus
Director, Awards & Compliance
WaterAid America*

ABOUT THE CLIENT

WaterAid is an international nonprofit working to make clean water, decent toilets and good hygiene a reality for everyone, everywhere within a generation. WaterAid works in more than 30 countries to change the lives of the poorest and most marginalized people. Since 1981, WaterAid has reached 29 million people with clean water, 29 million people with decent toilets and 28 million people with good hygiene. WaterAid America (WAA) is the America-based office.

CHALLENGE

The Programs, Awards & Compliance (PAC) team at WAA manages the proposal development and reporting processes for opportunities and awards. The PAC Team is responsible for leading and coordinating the preparation of deliverables for a US-based audience and for ensuring quality assurance and quality control while improving and streamlining processes.

SOLUTION

FLUSH has worked with PAC for several years as a surge support and quality assurance provider for reports and proposals, based on the team's transition and capacity needs. FLUSH designed a 2-hour training using a framework based on the team's structure and operations. The training used specific examples from previous experience and the PAC Team practiced applying the framework in a collaborative exercise, sharing ideas and questions. The PAC Team was happy to learn a clear, standardized framework that helps optimize their work and plans to provide the training as part of onboarding for future staff.

FLUSH'S CASE TEAM

Kimberly Worsham, MIWM, MPA

FLUSH



International Development



www.flushwash.org



NYC, USA

With Global Associates

