

Papua New Guinea – Australia Transport Sector Support Program (TSSP)

Supported by the Australian Government - AusAID

CAPACITY BUILDING FRAMEWORK

Capacity Building Definition

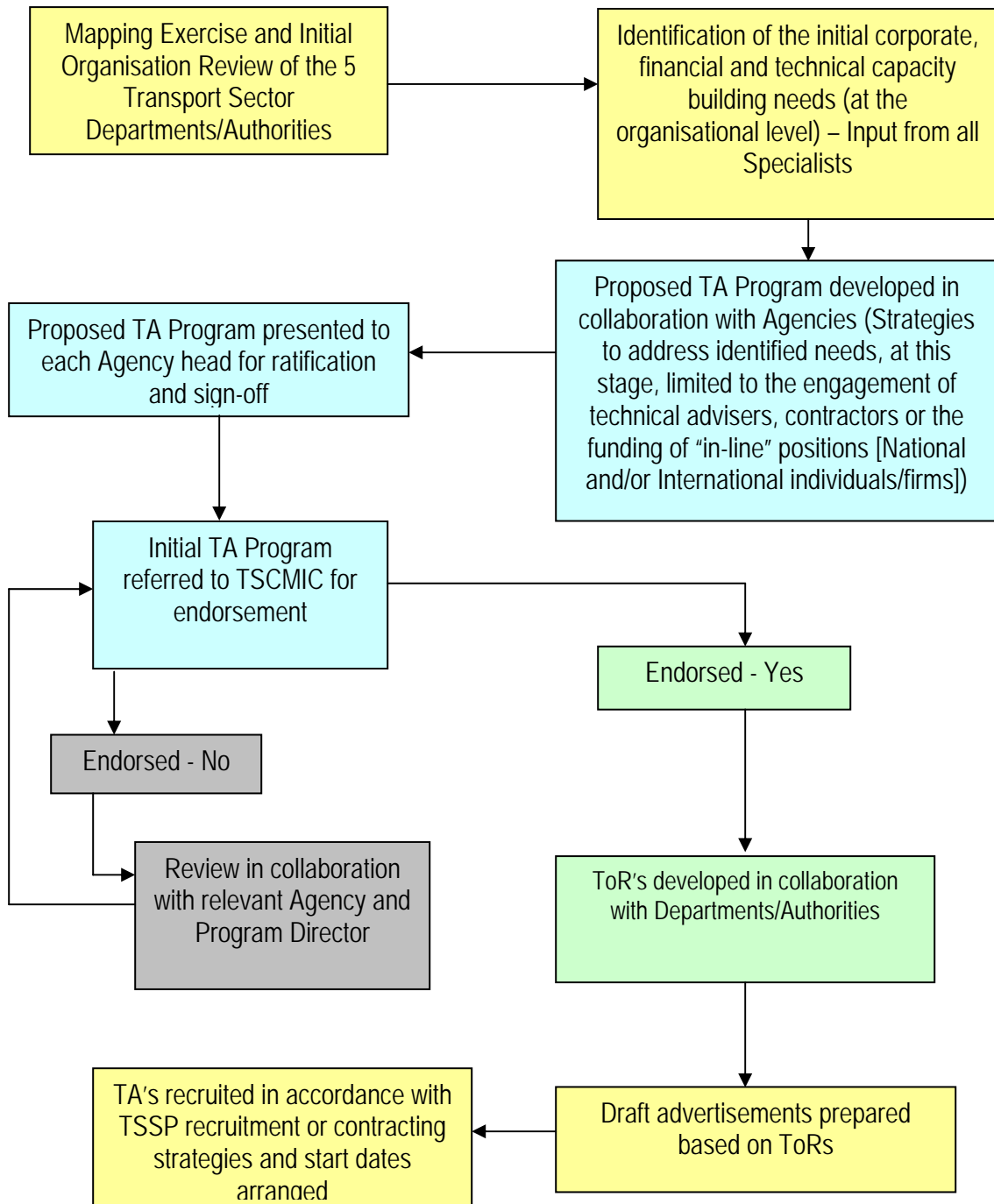
The process of developing competencies and capabilities in individuals, groups, organisations, sectors or countries which will lead to sustained and self-generating performance improvement.

November 2007

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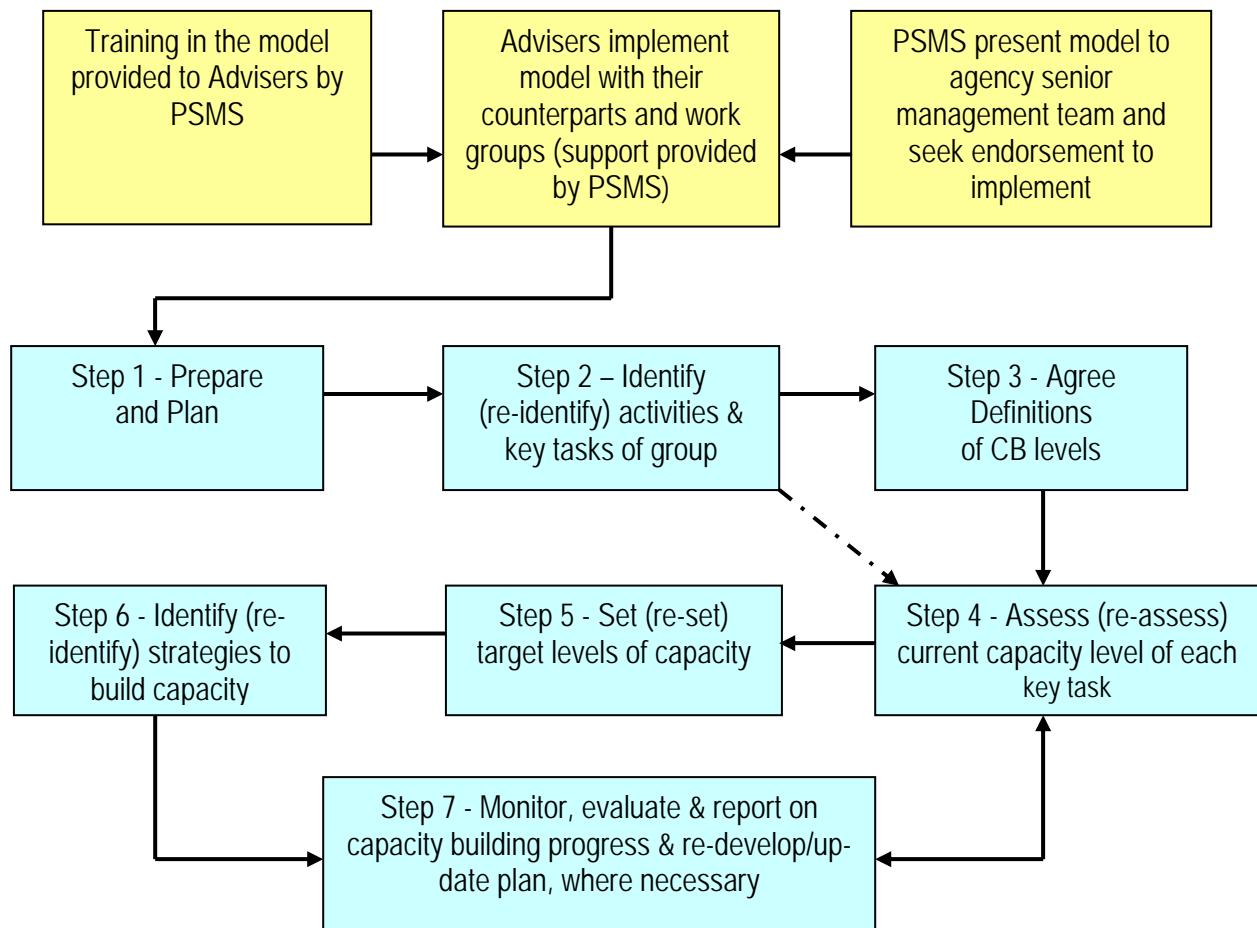
TSSP CAPACITY BUILDING FRAMEWORK

Component One – Development, Endorsement and Implementation of Technical Assistance (TA) Program



TSSP CAPACITY BUILDING FRAMEWORK

Component Two – Implementation of *TSSP Staged Capacity Building Model* (based on the AusAID *Staged Capacity Building Model*) by the Technical Assistance



PSMS – Public Sector Management Specialist

Sample Capacity Building Strategies

Individual work specific learning processes

- Structured on the job training (usually teaching people to do a set task)
- Coaching (helping people to solve their own problems through asking effective questions)
- Mentoring (helping people work through their own career issues, providing guidance and support in career progression)
- Training others
- Leadership/modelling appropriate behaviours
- Work shadowing
- Learning journals

Work group learning processes

- Team learning through facilitated problem solving
- Learning circles
- Project work
- Job placements/job rotation
- Study tours
- Process reviews
- Work group reviews
- Organisational reviews
- Critical incident learning – either review from a mistake or review from a major event (e.g. annual budget process, annual corporate planning process)
- Organisational climate/culture surveys and follow-up action
- Team building
- Team retreats
- Development of “model” responses (e.g. check lists for regular tasks, standard response templates to common enquiries)
- Conduct of pilots to test new ideas
- “twinning” arrangements/agreements

Training and Education

- Tertiary studies (including via scholarships)
- Off job training (in house courses, external courses)
- Guided reading
- Self learning through manuals
- Distance learning

Technical Assistance

- Long term assistance
- Short term assistance