



Experience by Battery Operated Systems for Communication Outreach (BOSCO)

In Acholi and Lango, UGANDA

Decades of Civil War in Northern Uganda had negative effects on the civil society leading to low acceptance and adaptability of innovations due to a mistrust which affected the work processes of BOSCO Uganda

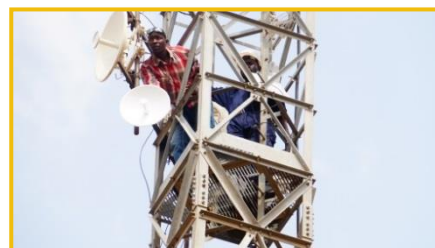
The **solution** was to screen the implementation of former projects to identify capacity gaps among the own staff and train them in relation to these gaps

IMPACT

- Improvement of processes and structures within the organisation
- Staff capacity development was improved through the implementation of new methodologies
- Strengthening of self-confidence among staff to be more innovative and creative in a work environment

Experience description

Facing different challenges in their daily work due to negative impacts of the Civil War, BOSCO Uganda drew learnings from failures and successes in the implementation of their former projects. Together with the support of a HORIZONT3000 Technical Advisor, they started identifying capacity gaps among their staff in different working processes and knowledge sharing within the organisation. Consequently, BOSCO Uganda implemented a number of instruments and trainings to strengthen and improve the capacities of their staff and create a more innovate and creative work environment.



Other characteristics



BENEFICIARIES

- BOSCO Uganda Staff & Management
- BOSCO Uganda Board of Directors
- Beneficiaries of ICT-Centres
- Schools and organisations benefiting from BOSCO Uganda



CHALLENGES

- Limited funding was hindering knowledge management
- Staff turn-overs had huge effects on knowledge retention and dissemination



LESSONS LEARNED

- Staff capacity development is always a process and there are multiple ways to improve it
- Staff needs knowledge about the objectives of the trainings
- Exchange visit and the sharing of knowledge is essential