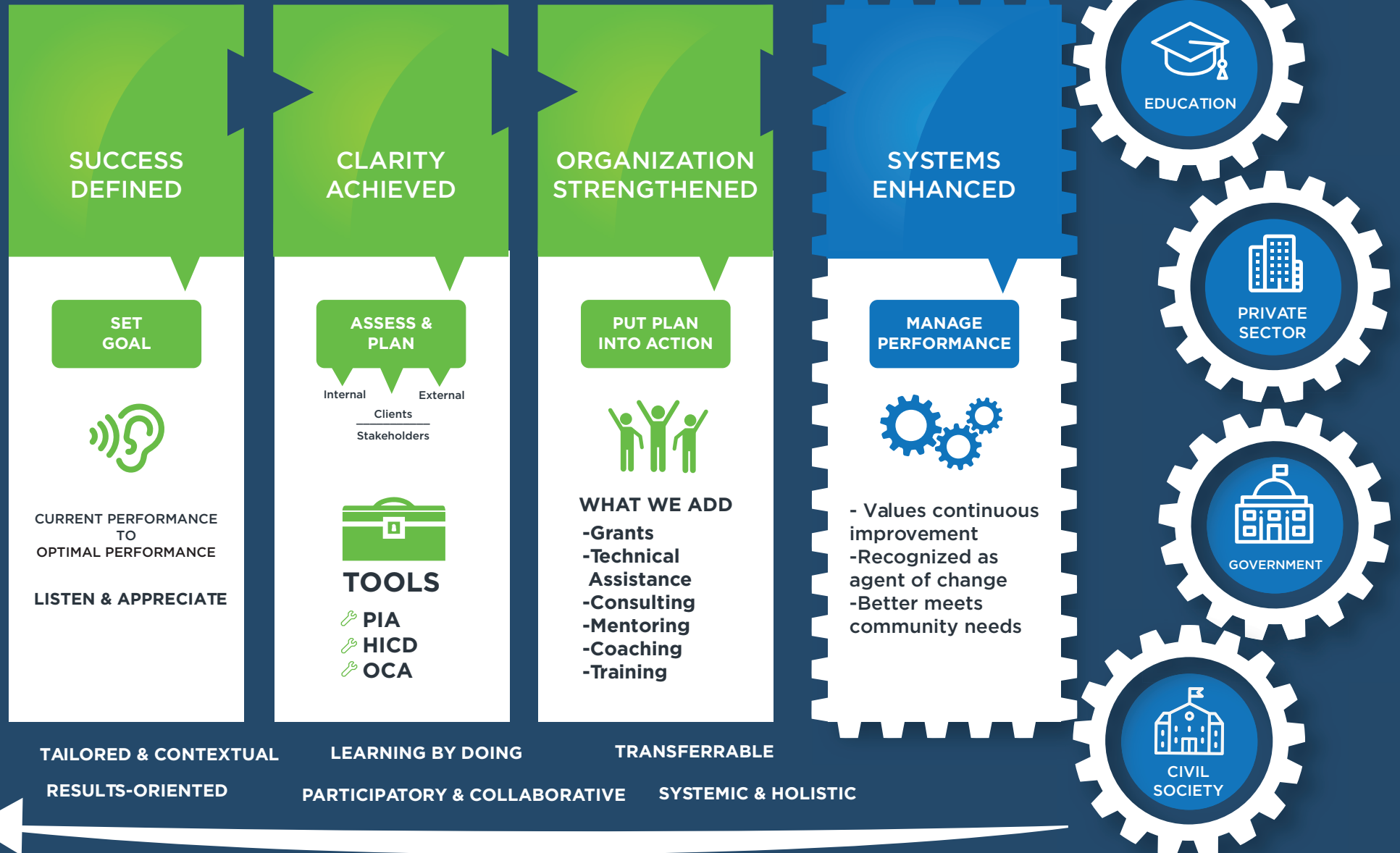


Communities thrive when their institutions are strong. World Learning envisions a world in which all society's institutions fulfill their missions strategically and possess the flexibility to adapt to changing circumstances. To realize that vision, we support our partner organizations as they identify areas for growth, create plans to improve their performance, and establish an organizational culture of continuous improvement. Ultimately, institutions are able to bolster the systems in which they operate and strengthen their communities.

LOCAL SYSTEMS' RESULTS SUSTAINED



Strengthening a society's institutions strengthens society itself. World Learning believes institutions work best when they fulfill their missions strategically, connect with key allies, and expand to serve a broader constituency. When institutions are strong, they not only serve their communities but drive meaningful change at the local, national, and international level.

World Learning realizes this vision through our distinctive approach to institutional strengthening. We view the organizations we work with as partners. They are passionate advocates working in diverse fields striving to engage more effectively with society. That is why our work is grounded in **six core principles**: Our programs are collaborative, tailored and contextual, holistic, results-oriented, transferrable, and they emphasize experiential learning. These principles make the difference in our three-stage process:

It begins by **setting the ground for change**. We work with organizations to identify their goals, explore the internal and external challenges to achieving those goals, and define the standards by which they will measure success. This process helps the organization set realistic expectations for the change it wants to pursue — whether that's aligning its mission to an organizational strategy or increasing its ability to serve more constituents. When the organization owns the process, change and results are sustainable.

Next, the organization **defines the change** it needs to make and **develops a plan** for achieving it. We collaborate with the organization to select a performance improvement solution best suited to reach its goal. We use assessment tools — such as our proprietary Participatory Institutional Analysis (PIA) framework, USAID's Human and Institutional Capacity Development model, and the Organizational Capacity Assessment — to understand the current state of the organization and determine performance gaps. We work closely with people at all levels of the organization to understand how it works, what can be done better, and why there are performance gaps. Together, we develop a concrete plan to address those gaps and achieve their overarching goal.

We stand beside our partners as they **put their plans into action** through an **iterative and adaptive management approach**. We support them in building relationships with other organizations and implementing data management systems to monitor and improve performance over time. We draw on World Learning's experiential learning approach to provide training and mentoring as they carry out donor-funded projects and embrace adaptive management strategies.

One hallmark of World Learning's institutional strengthening practice is that we take a **systems-thinking approach to performance improvement**. Although change most commonly occurs at the individual and organizational level, we also apply these principles and steps to the systems outside of the organizations and to their relationships with other key stakeholders. They work together for change.

Over time, our partners shift their organizational culture toward continuous improvement. With supportive systems in place, they can strategically pursue their missions, adapt to changing environment, and positively affect the system within which they operate. They use their strength to help their local and global communities thrive.