



INTRODUCTION

Water4 partners with enterprises and organizations, primarily in Sub-Saharan Africa, and supports them through various capacity building, technological, and pedagogical activities. The knowledge transfer process involves short-and long-term training events but also includes ongoing, participatory learning through day-to-day support via communications platforms (i.e WhatsApp, Facebook Messenger and traditional email).

The goal of Water4 in partnership with the enterprises and organizations is to assist them in becoming self-sustaining, long-term water solutions providers. By aiding partners with technology and financing multi-national training, Water4 has connected and facilitated relationships between drilling groups in neighboring countries. Small drilling enterprises and organizations often struggle to fill all their capacity needs and often lack the financing to obtain such capacity and training for their members.

Through virtual support, Water4 has committed to ensuring that US-based Water4 staff and key Water4-partner staff are available 24/7 to troubleshoot, advise, and interpret to continue the learning process throughout the year. Water4 has used these virtual communication platforms with our partners in Kenya, Tanzania, Malawi, Uganda, Rwanda, DRC, Togo, Zambia, Sierra Leone and Cameroon.

CONTEXT

The traditional approach to capacity building that Water4 was using was focused on short-term training events held in a partner's country and context. While these multi-week trainings did transfer knowledge, they were insufficient to fulfil the growing needs of Water4 partners and provide the scale that Water4 needed.

ONE TO ONE



Water4's initial strategy was to begin facilitating the travel of key partner-organization members to Multi-Nation trainings that were held in their region of the Sub-Continent. The first of these trainings was in December of 2014 and consisted of over 20 participants from 8 countries with 10 partner organizations.

ONE TO MANY

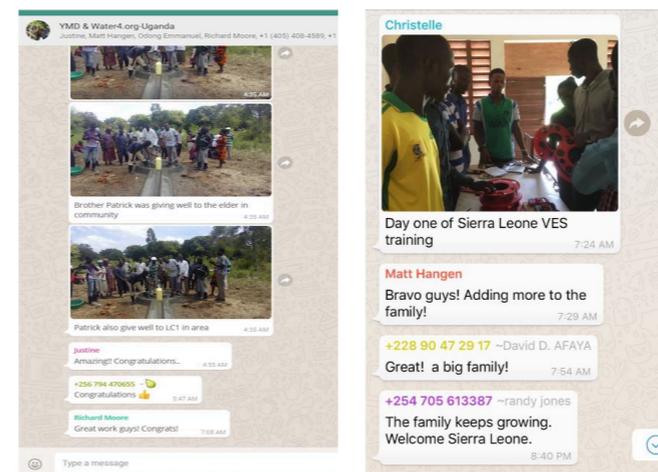


SOLUTION

Water4 started to encourage members to join created groups within a texting/video/photo sharing app to encourage ongoing communication even while in the field with limited access to the internet.

As each Partner experienced a need-specific solution, such as manual drilling, WaSH promotion, and VES geophysics, a group was created on the WhatsApp platform and all participants were added.

PEER TO PEER



WhatsApp messages showing text, audio snippet, VES graph and photos.

RESULT

Virtually present support available 24/7 to troubleshoot, interpret data, and advise to continue the learning process through the year:

- ✓ *Water4 drilling methods*
- ✓ *VES geophysical surveys*
- ✓ *mWash training & curriculum*
- ✓ *Assigned Moderators*



Multinational collaborative of manual drilling enterprises:

- ✓ *Day-to-day capacity building*
- ✓ *Positive peer-to-peer culture*
- ✓ *Victory & success sharing*

Facilitating communication and support through these informal platforms has had an **exponential** impact on our goals of **capacity building** in the field. We believe that this will continue to be a key factor in the success of our implementation efforts.

The real time communications between Water4 and our Field Partners has deeply enriched our in-person training events. Additionally, it has allowed Water4 to provide highly contextualized support for each of our Field Partner's needs.