

*International Forum for Child Welfare
IFCW World Forum 2004, Buenos Aires*

Executive Institute Workshop

“Institutional Development of NGOs engaged in Childhood Welfare: Leadership and Quality”

Important changes occurred in the role and the context of NGOs engaged in Childhood Welfare in recent years. Besides the complexity of the subject itself, some challenges have been added: more complex national and international working environments, growing social needs confronted with declining resources to deal with them, the opportunity to explore new alternatives of collaborative efforts, i.e. involving State, corporations, CSOs, in order to effectively face huge problems affecting vulnerable population.

In a context of growing demands and uncertainty, two institutional competencies seem to be the crucial to maintain and strengthen those initiatives, achieving the intended objectives. One of them is leadership, the ability to understand and involve people leading them to collective action and success. The other is quality management, producing quality results, giving satisfaction, reliability and transparency to the stakeholders (personnel, beneficiaries, financers, and the community at large). We assume both concepts are closely related.

People attending the Executive Institute Workshop are invited to analyze and discuss concepts and approaches about these matters, to present experiences, to explore and propose improvements into the action of NGOs engaged in Childhood Welfare, considering possibilities of including these new topics into its executive agenda and into future improvement plans to be outlined as a result of the meeting.

PROGRAM

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| 09:00 AM | Introduction: Challenges of NGOs institutional development. |
| 09:30 AM | Part 1: Focus on Leadership.
Leadership: Concepts and key issues.
Leadership in NGOs. Experiences, present requirements. |
| 11:00 AM | Coffee Break |
| 11:30 AM | Part 2: Focus on Quality.
Quality: Concepts and key issues. Quality Management. Quality of services and organizational processes. Quality and accountability in civil society organizations. Value added to the results. Value added to relations with beneficiaries, financers, sponsors and other stakeholders. |
| 12:45 AM | Lunch |

02:00 PM Part 3: Conclusions, applications.
Experiences, obstacles, requirements to implement innovations and improvements.
Alternatives and program planning.

04:00 PM Wrap up of the workshop.

Group facilitator: Osvaldo Elissetche

Sociologist.

President, Asociación Civil Estudios y Proyectos, development NGO.

Executive Director, Federación Monitor del Sector Social, Proyecto Monitoreo Social ARG 02/012, PNUD-BIRF-BID (consortium of 60 CSOs created to monitor national social programs).

Member, Argentine Chapter of Red de Seguimiento, Evaluación y Sistematización en América Latina y el Caribe (RELAC), UNICEF-PREVAL-FIDA.

Senior Expert Examiner, National Quality Award.

International consultant.