



Stanford

Program on Water,
Health & Development

“Post-Pandemic Normal WASH Services”
Innovations for the IDEAL Village

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IDEAL Village Conference – 29 Sept 2021



Pre-pandemic business as usual

**What was our focus
in the WASH Sector
in “before times”?**



Pandemic-inspired stresses

What changed with the pandemic?

Systems Tools for Assessment & Response

STAR Training Program

Program Objective:

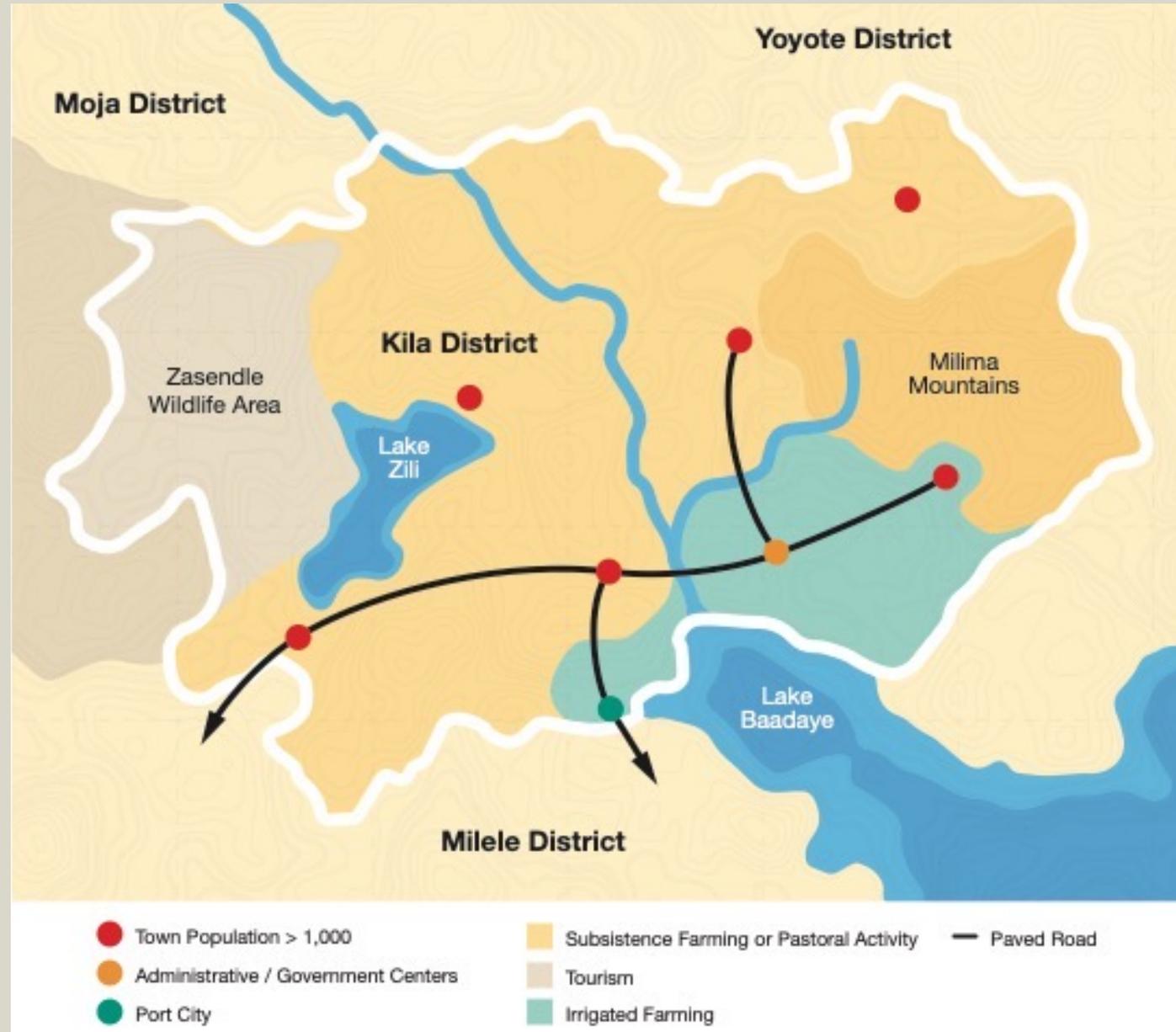
- To *create a supply of coaches* based in LMICs who can lead local organizations (private, government, non-profits) in robust problem diagnosis and strategy development work
- To *empower clients* with tools to solve their own problems with coaching support
- To *model behaviors* of diversity, equity and inclusion throughout our work.
- To deliver these objectives with a *fun, interactive training environment*.



STAR Training Program

Kila District

- Kila is a district in Country X.
- ***Kila does not exist.***
- The situations and challenges players confront are all informed by examples from around the world.



STAR Training Program

How does the simulation work?

WASHINGO

POLICY ADVOCACY
NON-GOVERNMENT
ORGANIZATION

KILA
DISTRICT
WATER OFFICE

National Utility
SERVICE PROVIDER

SAFE WATER
ENTERPRISE

Development
Funder Organization

KILA DISTRICT
water office

To: District Water Officer (DWO)
From: Your Boss
Date: May 20, 2021
RE: Opportunities for SWE in Kila District - NOT FOR CIRCULATION

Dear DWO,

It is regrettable that your budget request did not come through on time again this past March. I was informed we can expect the transfers to arrive by June 15. I know you are eager to visit several of the communities you identified as priority in your first year in Kila, and that you have not yet had opportunity to visit given your many other commitments. I understand the need to average with their leaders, to understand their needs to inform next year's budget cycle, which starts in July. I hope that you were able to find alternative meetings. You are very much appreciated for your creativity and ability to even under the most challenging of circumstances.

Kila Daily
@kiladailyexpress

#breaking Minister #hacked again this time it's her #strategy to achieve the #water #SDGs in Kila. @MOW is the target. #whatthehack #The-CaseofKila

1 HR · Twitter Web App

405 Retweets 699 Quote Tweets 1,556 Likes

Prime Minister
@prime-min

The Minister of Wildlife and Tourism's full support. Let #SDGs #water #TheCaseofKil

58 min · Twitter Web App

203 Retweets 728 Quote Tweets 2,982 Likes

#12

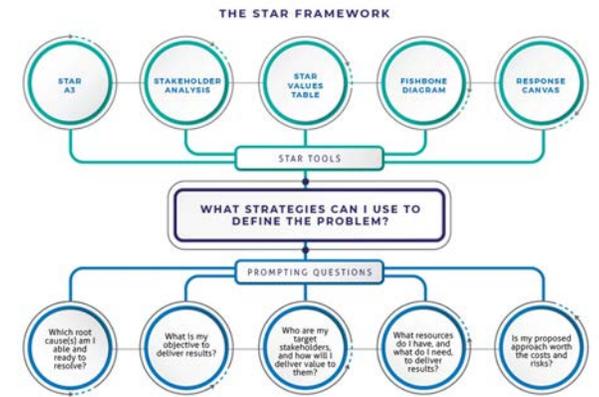
WEATHER
A big storm is coming!

AUGUST 1 • 2025

THE
KILA DAILY
EXPRESS

LATEST NEWS
TOP STORIES ON PAGES 10-15

THE LATEST AND MOST COMPREHENSIVE NEWS FOR THE PEOPLE OF KILA



INTERNAL DOCUMENTS LEAKED

MINISTER OF WILDLIFE AND TOURISM CALLS FOR AN IMMEDIATE INVESTIGATION. PRIME MINISTER'S OFFICE IS SILENT.

STAR Training Program

What's different about this program?

A few things about the mindset we foster

- If I wish to resolve a problem, I should start by understanding my own relationship to it.
- As a coach, my goal is to empower my clients to solve their problems. I am a guide supporting my client on *their* journey.
- I can contribute value by helping my clients to communicate their ideas more effectively. I can support my clients by *synthesize* their ideas and knowledge using story telling.
- Often, the best way to solve a big problem is to start by solving a small one.
- The best way to learn is to practice, learn, and improve.

STAR Training Program

Progress to date ...

- Between June and September 2021 we've trained 20 professionals working in Ghana, Uganda, and Ethiopia to work with clients as STAR problem solving coaches.
- We've built a community that has celebrated together and checked in on each other during the various, ongoing crises of our times.
- Our trainees are actively working to use the STAR Framework in their work lives – which cover a variety of sectors including WASH, agriculture, fashion, local governance, human rights, and youth employment.

Creating a "Post-Pandemic Normal"

What do we want to create?



What does post-pandemic ‘normal’ look like?

- What organizational behaviors are no longer acceptable in this “post-pandemic normal” Ideal Village?
- What behaviors do I practice which are no longer acceptable?
- What changes in my own work practices can I cultivate today to learn the behaviors I want to embody tomorrow?
- What changes do I want my organization to cultivate today?



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Thank you!