

From Assessment to Action: How Local CSOs Are Strengthening Learning and Facilitation



CSO representatives and programme colleagues at the October 2026 training.

Good ideas and lessons often emerge during field visits, meetings and everyday work. But how can civil society organisations make sure that valuable knowledge is shared, remembered and used? This was the focus of a four-day Learning and Knowledge Management (LKM) and Facilitation Skills training delivered by Anchor Consulting Service (Anchor) from 13 to 16 October 2026 at The HUB Hotel in Addis Ababa.

The training brought together 18 representatives from local and grassroots civil society organisations (CSOs): 12 men and six women. It was delivered under the EU-funded Civil Society Fund Plus (CSF+) Capacity Development Programme, coordinated by Welthungerhilfe (WHH) in partnership with CoSAP and the Development Expertise Centre (DEC).

Building on work already started

The October training was part of a continuing journey, not a one-off event. Anchor conducted an Organisational Capacity Assessment (OCA) in 2025 to help identify institutional strengths and gaps. Practical MEAL training followed in September 2026, with a focus on generating, interpreting and using evidence. The October sessions built on these foundations by asking how CSOs can share knowledge more effectively, learn together and turn reflection into action.

From experience to shared learning

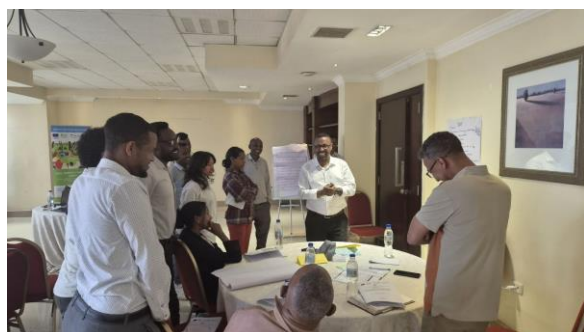
Participants worked with practical approaches to identifying knowledge gaps, mapping how information moves through an organisation and capturing lessons that others can use. The training covered tools such as After Action Reviews, “What? So What? Now What?” reflection, short learning notes and peer exchanges. The message was simple: organisations do not need to document everything; they need to preserve and use the knowledge that matters most.



Small-group discussion helped participants connect the tools with their own organisational work.

Making learning participatory and useful

The second part of the training looked at the skills needed to guide productive meetings and learning sessions. Through discussions, practical tasks and group presentations, participants explored active listening, helpful questions, adult-learning principles and ways to manage group dynamics. Inclusive facilitation was a central theme: a well-run session should make space for quieter voices and respect differences in experience, confidence and role.



Practical facilitation and group reflection during the training.

Keeping the momentum after the workshop

Learning has the greatest value when it shapes what happens next. The course therefore linked reflection with practical decisions, clear responsibilities and follow-up. Anchor's training manual includes 17 reusable tools, including a 30/60/90-day organisational improvement-planning template, which CSOs can adapt to their own needs. The availability of these tools is a starting point; their longer-term effect will depend on how organisations put them into practice.

A shared commitment to stronger organisations

The 2025 OCA helped clarify where capacity strengthening was needed. The September MEAL training focused on the use of evidence. The October LKM and facilitation training added practical ways to share experience, hold better discussions and make learning part of everyday work. Together, these activities support the wider CSF+

goal of strengthening local and grassroots CSOs so that they can work more effectively with communities and partners.

Anchor appreciates the commitment of the participating CSOs and the collaboration of WHH, CoSAP and DEC. The next important step is for organisations to choose the approaches that work for them, use them consistently and review what changes.