

1. At first, the government workers came in with an industrial approach. They arrived, dug the well, and called their job complete. However, the workers did not inform villagers about how to maintain or repair the well. When it broke, some of the villagers unsuccessfully tried to raise money and repair it; however, most of the villagers thought the government would come back and fix it. In the meanwhile, the women went back to lugging 80 pound basins of water from an infected river miles away back to the village.
2. The change occurred when the government workers came back with a fresh mindset. Instead of just giving the people a well, they convened the whole village and had them appoint a pump manager, select a mechanic (who also received government training), and set up a fund for when the pump broke. When the pump broke a while later, the mechanic and village men stepped in and collaborated to diagnose the problem and replace the failed part. Following the changes, Ayolé experienced new life—people became happier, healthier, and more gregarious, and village life began to revolve around the pump.
3. The second change process got the entire village involved—and the workers began working *with* the village. Instead of the government giving the village the well and leaving, the second approach ensured they knew how to keep the pump operational and how to manage the repairs and funds. The first approach didn't take the villagers into account; the second approach made sure to involve everyone, both men and women. The first led to the mindset that water is good, while you have it; the second led to a fuller understanding of how to collaborate, manage effectively, and make the village a better place to live.