SERVIR WA2 Pause and Reflect Session

August 2025

This Pause and Reflect session is modeled as an after-action review (AAR). An AAR is an assessment conducted after a project or major activity that allows team members and leaders to understand what happened and why, reassess direction, and review both successes and challenges. An AAR is not designed to critique or assign blame but rather create a forum for open and professional discussion on how to improve what we are doing.

**Purpose:**

* To reflect on FY24 activities implementation and reflect on and what worked well and what might be done differently in future
* Identify action items for FY25 work planning.

**Target participants:** services leads

**Timeline:**

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| --- | --- |
| **Task** | **Due date** |
| Inputs from Service leads | 08/16/2024 |
| Review from PMU | 08/21/2024 |
| Discussion during AWP meting | 08/25/2024 |

**Methodology:**

The Fy24 Pause and Reflect session will be implemented as detailed below.

* **Individual brainstorming and inputting into Table 1-3.** Service leadswill be asked to input into Table 1 to table 3 below prior to the annual work planning session. The three tables track service progress from planning through to impact.
* **Facilitated discussion.** During the FY25 work planning session, the PMU team will facilitate a 90-minute discussion. This discussion will entail deeper discussion and reflection on successes and challenges to FY24 activities implementation, identify action items as well as the Service success. Questions informing this discussion will be aligned with the WA2’s learning questions which are detailed in the MEL Plan.
* **Wrap up and action planning.** Service leadswill be engaged in identifying action steps to address challenges. These actions will likely be integrated into FY2025 work planning.

**I) Table 1: Planning to execution** (please think about all the process when informing Q1 to Q4).

|  |  |
| --- | --- |
| 1.1- What went well last year (FY24)? | Explain why? |
| e.g. PMU support in… |  |
|  |  |

|  |  |
| --- | --- |
| 1.2- What needs improvement? | Explain why? |
|  |  |
|  |  |
| 1.3- What action should be taken to address the challenges? What actions should carry forward from FY24? | Explain why? |
|  |  |
|  |  |
| 1.4- What is your role in future success? | Explain why? |
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|  |  |

**Specific questions to reflect upon when completing Table 1 include:**

* What GESI approaches have you implemented to engage underrepresented populations in service design and delivery?………………………………………………………………………………………………………………………………………………………………………………………………………………
* What approaches did you deploy to identify capacities to be strengthened?

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* What worked well to increase capacities? What didn’t work?

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* What external dependencies affected your abilities to strengthen capacities?

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**II) The current service level / phase**

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| --- | --- |
| 2.1- At which stage do you consider your Service (select 1 stage please) | Explain why? |
| - Phase1- Under research  - Phase 2 - Under field testing  - Phase 3 - Made available for uptake  - Phase 4 - Demonstrated uptake by users |  |
| 2.2- Which stage will be appropriate to exit the Service from SERVIR WA portfolio? | Explain why? |
| - Phase1- Under research  - Phase 2 - Under field testing  - Phase 3 - Made available for uptake  - Phase 4 - Demonstrated uptake by users |  |

**III) Service uptake / impact**

|  |  |
| --- | --- |
| 3.1- Is the Service being used? | Explain why? |
| Yes / No (please select 1) |  |
| 3.1- If yes: | Explain |
| - Who are the users? |  |
| - What are the results achieved (capacity building, decisions made, etc.) |  |
| 3.2- What went well last year (FY24)? | Explain why? |
|  |  |
| 3.3- What needs improvement? | Explain why? |
|  |  |
| 3.4- What action taking to address challenges | Explain why? |
|  |  |
| 3.5- What is your role in future success? | Explain why? |
|  |  |
| 3.6- How do you ensure the Service sustainability? | Explain why? |
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**Specific questions to reflect upon when completing Table 3 include:**

* How well did your service effectively engage GESI populations this past year?

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* What are the barriers that restrict engaging GESI populations?

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* What are the good practices to effectively reaching GESI populations?

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* What barriers to partners deploying this tool/service have been identified? How can or is our hub addressing these challenges?

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* Who are our strongest partners and why?

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* Who are our weakest partners and why? How can we strengthen our partnerships?

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* How do we ensure the success and sustainable delivery of the service/tool that we develop?

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Action Plan

During the discussions, as actions are agreed upon and responsibilities assigned, the team can populate this action plan. Following the conclusion of this session, the action plan should be housed in a shared location to allow people to update the plan as they complete their action items.

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| --- | --- | --- | --- | --- |
| # | Action Item | Person/Team responsible | Due date | Resources required |
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