

## About Global Integrity

Global Integrity (GI) is a non-profit organization that works with government and civil society partners in countries and communities around the world, supporting their efforts to address complex challenges relating to corruption, the use of resources, and the delivery of public services. We have a diverse and global team of 13 staff members in North and South America, Europe, and Africa, with our main office at the Open Gov Hub in Washington D.C., which we co-founded in 2012.

Established in 2005, we have a track record of developing and deploying innovative approaches to assessing and addressing governance-related challenges. Since 2015 our work has helped to put learning-centered and adaptive approaches at the heart of the governance and development agenda, as well as informing policy and practice relating to transparency and open data.

## Overview and background

At GI, learning is at the center of the work that we do and how we operate as an organization. The way we see it, learning is the process of not just acquiring new information about something and translating it into what we typically call “actionable insights”, but it also involves going beyond that, integrating that knowledge into our current practice, and doing something new or better. Under this belief, in late 2021 and early 2022, we conducted a series of evaluation and research exercises to better understand how our partners perceive the work that we do and the difference that we make. As a result of that exercise we learned that:

- Partners value our work promoting adaptive learning in the governance, open data, and anti-corruption space. 87% of GI's partners reported high levels of satisfaction with their engagement with us.
- Partners are enhancing their capacity to deliver their missions by strengthening their learning skills and networks. 100% of our partners reported positive changes related to learning, boosting collaborative relationships, and improving their organizations when asked to describe the most significant change that they have experienced because of their partnership with us.
- We also learned that we have room to grow. Our partners told us that we need to get better at localizing our work both in terms of context and sector (27%). We also heard that we need to share information about the specific services that we provide and the difference that it makes in a clearer and more consolidated way (23%).

In response to this feedback, and in order to adapt to evolving dynamics of the development sector, we are currently on a journey to sharpen our value proposition and ensure that the services that we provide meet our partners' needs. This journey has involved taking the time to further understand our partners' needs, and our next step is to ensure that the services we

provide are designed to meet those needs, and to improve how we communicate about the services we provide in our engagement with partners, and the difference that such engagement makes.

## Objectives of the consultancy

Global Integrity is seeking a consultant or consultancy team to facilitate a participatory design workshop to help us achieve the following objectives:

- Sharpen our value proposition around meeting the needs of frontline actors and more global players, in line with our current vision and strategy.
- Review and revamp our service offering so that it communicates more clearly the ways in which we can meet the needs of our partners.
- Improve our ability to communicate about what we do, why we do it, how we meet our partners' needs, and what difference that makes.

For GI, success by the end of the engagement with the consultant or consultancy team would look like this; *we are well-positioned to communicate clearly and confidently about the value we add through our engagement with partners - specifically through the services that we provide - and to differentiate ourselves from other organizations seeking to address governance-related challenges.* Achieving these objectives will position GI to make progress on other organizational development priorities including communications and fundraising.

## Expected activities and outputs

The consultant or consultancy team will be expected and responsible for conducting the following list of activities and outputs:

- **Design, facilitate and systematize a participatory design workshop.** Meeting our partners' needs is at the center of the work that we do, so we are looking for a user-centered design approach to guide this workshop. This workshop could take place over the course of several consecutive (or otherwise tightly sequenced) meetings in order to capture as much of the collective knowledge and intelligence of the team as possible. This process could be either fully virtual or hybrid (some staff in person<sup>1</sup>, some staff virtually) and could also be extended to include GI board members who might wish to participate to make this a process that is inclusive of all key stakeholders. The total number of meetings will be defined by the consultant or consultancy team methodology, in agreement with the GI team.
- **Generate and socialize communication products.** Once the design workshop has been completed, the consultant or consultancy team will be responsible for generating clear recommendations to the GI team around how to group and better communicate our

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<sup>1</sup> If hybrid, the workshops would take place in our offices at the [Open Gov Hub](#) in Washington DC.

services, outcomes, and value proposition, summarized in a set of core messaging products that will be presented to the team. These outputs will be a core component to guide our fundraising efforts.

## Projected timeline

GI is operating under a tight timeline. Our ambitious goal is to launch our new fundraising efforts by no later than July 1st, 2022, so we are hoping to start the process as soon as possible and conclude it by late June. But we are happy to negotiate these dates for the right candidate.

## Qualifications

GI is looking for a dynamic consultant or consultancy team that:

- Has knowledge and proven experience facilitating design workshops deploying design thinking or user centered design approaches.
- Proven experience of effective engagement with other INGOs on similar initiatives.
- Is a skilled facilitator capable of creating a safe and agile space where everyone has the opportunity to participate, addressing power dynamics and acknowledging and honoring individual differences for engagement. Visual facilitation skills are a plus.
- Has high communications and development skills, to help GI communicate our work in a more compelling way.
- Has the availability and capacity to work under tight deadlines.
- Experience working with organizations in the governance and public service delivery spaces is a plus.

## Budget

The total budget available for this consultancy is \$10,000 USD. All the costs associated with the implementation of the activities described here, such as travel, materials, insurance... should be included in the financial project proposal. The disbursement schedule will be negotiated with the selected consultant or consultancy team.

## How to apply

Please submit the following documents to Raquel Rubio at [raquel.rubio@globalintegrity.org](mailto:raquel.rubio@globalintegrity.org).

- Your Curriculum vitae
- A document explaining your initial proposal on what working with you would look like and what approach and methodology you would take for this work, as well as your projected budget (no more than 3 pages).
- Samples from relevant work, specifically samples of communications products.