



# BUILDING AN HCD TEAM

WASH teams leveraging HCD, typically require a range of expertise depending on the focus of a potential solution. Here, we outline the competencies that are valuable in each different phase of an HCD process: the ***curious facilitators, the creative experts and the clever implementers.***

Ideally, seek a small multi talented core team and bring in expertise as required throughout the process.

Remember, that regardless of the stage, HCD teams must be: *creative, iterative, participatory and empathic.*

## WASH-HCD CONNECTION

WASH teams that best leverage HCD are creative, iterative, participatory and empathic. They recognize the competencies of facilitation, expertise and implementation at different stages of the process.

### DISCOVER: Curious facilitators.

For the DISCOVER stage, partner with staff who are curious and open. Team members do not need to be experts, and in fact facilitators with less technical expertise (WASH or education) are often able to be better listeners. Seek team members who can easily adopt a ‘beginner’s mindset’.

- Strong facilitation skills
- Able to speak local languages
- Experience with qualitative and participatory research
- Capable of taking detailed, quick notes
- Cable of photography and videography



### CREATE: Creative experts

For the CREATE stage, partner with staff who have technical expertise in social behavior change, engineering, design, graphic design, economics, marketing or business. The required expertise should match the requirements of design criteria. These team members must be comfortable with iterating and creating rapid prototypes to test in the field, and will work with the creative facilitators to generate feedback from potential end users.

- Able create physical or computer generated mockups
- Capacity to generate a range of potential solutions
- Recognition of the opportunities and challenges of the local context
- Open to feedback, refinement and iteration

### DELIVER: Clever implementers

For the DELIVER stage, partner with staff who can adapt creative ideas to the real world. These staff will be organized managers who are comfortable iterating towards sustained solutions.

- Strong organizational skills
- Able to manage implementation teams, budgets and activity plans
- Capacity to monitoring and evaluate the solutions
- Able to document and share feedback, refinements and iterations