

# MERIT Newsletter

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## Team building and Communication Workshop

March 5–19, 2019

Representatives from Governor's offices in Tuv, Dugobi, Dornod, Sukhbaatar and the Ministry of Mines and Heavy Industry benefited from Ronald Cherlet's 40 years plus of experience in human resources, including his current role in construction labour relations. Ron traveled Mongolia to work with participants to **improve organizational effectiveness through a teambuilding and communications approach**. Teambuilding and communications are the key competencies in Mongolia's new Civil Service Law implemented in January 2019.



Participants during the training on team building and communications, March 2019

## Results-Based Monitoring and Evaluation

March 3 – March 23, 2019

Raymond Gervais travels the world leading monitoring and evaluation (M&E) teams. He is passionate about the opera and ballet, never missing an opportunity to take in a show when in Ulaanbaatar. In March, Raymond guided the M&E team at the Ministry of Environment and Tourism (MET) on the institutionalization of results-based management. He helped the team develop their skills through workshops and mentoring.



Technical Adviser Raymond Gervais with the M&E team at the Ministry of Environment and Tourism, March 2019

## Launch of ISO 9001:2015 in Dundgovi

March 12, 2019

One of Governor Bat-Erdene's top priorities for 2019 is having his office ISO 9001 certified. He dedicated funds from this year's budget to work with MERIT to reach this goal. Michel Greaves used his 35 years in quality management to introduce ISO 9001 to the Governor's staff in January. His recommendations were followed-up by United Management Consulting, a Mongolian firm that will guide staff through the steps to certification. Public servants from the districts were invited to the launch **to learn about the quality management system and will benefit from the improved processes, procedures and service developed through the ISO 9001 experience**.



## Understanding the opportunities available from mining

March 11–April 2, 2019

Citizens want access to information and to have their feedback considered in decisions on extractive activities that affect them. This is what lecturers from Dornod University heard when they **delivered Mine-life-Cycle training in 10 soums and 370 people in Dornod, Sukhbaatar, and Dundgobi provinces.** The ongoing training is a direct result of Dr. Mike MacPherson, Program Head, Mining and Industrial Training at Aurora College in the NWTs work last October with Dornod University to adapt the training and build their capacity to deliver it. **Public Education on mining and petroleum is a top priority for the Mongolian government.**



*Dornod University trainers giving Mine-life cycle training to local communities, March 2019*

## Implementing Gender-Sensitive Monitoring and Evaluation at Work

March 20, 2019

Ms. Javzanpagma, the Head of the M&E Department in the Tuv Governor's office and a member of MERIT's gender community of practice, organized a full-day training in Tuv on Gender Sensitive Monitoring and Evaluation. MERIT advisers Raymond Gervais and Misha Goforth led a session sharing local case studies on gender-sensitive planning and M&E to strengthen participant's, from central and local level partners, understanding of how **the use of a gender lens can improve the effectiveness of M&E in participant's work.** After the training participants shared their learning within their organizations and one participant presented the learnings to over 400 public servants at the Dornod aimag's civil service conference held on March 27, 2019.



*Gender Community of Practice attended training on gender-sensitive M&E practices, March 2019*

## Building Capacity for Local SME Owners

April 10–11, 2019

Eric Karlzen's first assignment in Mongolia was in May 2018. He conducted a needs assessment with small and medium enterprises (SMEs). Four assignments later, **the results of the needs assessment were used to develop a training curriculum in collaboration with the Mongolian University of Science and Technology.** SMEs from Dornod and Sukhbaatar received two courses delivered with Dornod University **to help them develop business plans and access financing to participate in local supply chains.** The SMEs, 70% of which are led by women, are eagerly awaiting the third course this October.



*MUST Business School Professor Ariunjargal giving guidance to SME owners during training, April 2019*

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