



An institute to serve facilitators of development

How can we help you?



Organisational Development Consulting Services
Leadership Development
Facilitation
Coaching
Open Access & Customised Training Courses
Learning Resource Centre
Publications & Action-Research



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VBANK's experience in delivering customised training and learning services to social development sector organisations in Cambodia has developed over almost 14 years.

Our team provides a wide range of diverse skills and experience, which enable VBANK to provide effective services for many different types of capacity building assignments.

These include the provision of training, facilitation and coaching in areas such as project management, core management, training of trainers and decentralisation.

Our organisational, management and leadership development programmes all draw on participatory learning methodologies and approaches designed to maximise adult learning and to build skills that can be readily applied in the work-place.

Who we are



“ VBNK is a dynamic Cambodian learning organisation at the fore-front of capacity development, aiming to improve the effectiveness and quality of development practice and management in the Cambodian social development sector. VBNK works with a wide range of civil society, and public and private sector organisations so that they can contribute more effectively to sustainable social development. ”

Vision

VBNK wants to see positive social change, where all people are empowered to learn and grow with dignity, respect and confidence, and where the social development sector is contributing to the development process in a creative and effective manner.

Mission

Our mission is to be a centre of learning, working creatively with others to generate and share innovative practice and local knowledge that can contribute to positive social change.

Goal

Our goal is improved effectiveness and quality of development practice and management in the social development sector.

Values

We live our values-based practice by:

- Creating equitable relationships people regardless of status, hierarchy, sex, age or background.
- Promoting individual and organisational learning (both internally and with our clients).
- Drawing participatory and creative approaches into all aspects of our work.
- Committing to demonstrating program quality and impact.
- Holding ourselves accountable to communities, clients and donors.



What we do

“ VBANK has a track record of significant achievement in providing training, facilitation, coaching, and consultancy services across many different areas for Cambodian and international organisations and Government Ministries working within the Cambodian social development sector. ”

Our range of services includes:

Organisational Development Consulting Services
Leadership Development
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Drawing from a diverse range of expertise, resources and materials, VBANK can tailor learning services that meet the specific training needs of your organisation.



What we do: Organisations Development Consulting

“ VBANK has extensive experience in providing Organisation Development (OD) consulting services to international and Cambodian NGOs both within Cambodia and regionally.

Our holistic approach to organisational development consulting draws on participatory organisational assessments, co-identification of priority capacity development areas, tailoring of appropriate interventions to address these needs; and development and implementation of change plans to bring about team and organisational performance improvement. ”

The range of OD interventions we are able to provide includes:

- Organisational assessments
- Planned organisational changes
- Development or clarification of organisational values and ethics
- Localisation processes
- Aligning organisational structure and strategy
- Governance (Boards)
- Strategic planning and the identification of vision, mission and goals
- Facilitation of organisational events and workshops
- Management reviews
- Team building activities
- Organisational learning and synthesis of lessons learned

Each consultation builds on a process of co-assessment and co-creation to design interventions that are flexible in meeting the changing needs of an organisation. This foundational stage is followed by a range of opportunities to build organisational capacities through on-site workshops, training, coaching and follow-up activities. The emphasis is on the practical application of skills that enable people to become more effective in their jobs and adaptable to their ever-changing work conditions. Independent evaluations have demonstrated that this holistic approach to capacity development can result in more resilient organisations and sustained change.

For a discussion of how VBANK can help your organisation, please contact one of the Programme Unit Managers or the Director. More detailed descriptions of VBANK’s holistic approach to organisational development consulting can be found on www.vbnk.org

What we do:

Leadership Development

“ VBANK’s experiential and holistic approach to learning and leadership guides Cambodian practitioners through a process of self-awareness, values clarification and team- and trust building to help them become clear about what supports development processes within themselves and others. ”

VBANK offers the following Leadership Development Services:

Open Access (pre-designed & pre-scheduled)

VBANK’s flagship Leadership Development Programme (LDP) for mid- to senior-level NGO Managers

VBANK’s Leadership Retreat – Leading from Within

Customised to your organisation’s specific needs

- CHART – A field practitioners emergent leadership programme
- VBANK’s Women’s Leadership Development Programme (WLP)
- Customised short courses for the management and leadership of individual NGOs

Leadership Development Programme (LDP)

An experiential and holistic personal learning programme for mid-level and senior Cambodian managers, comprising 5 one-week modules spread over 9 months to allow time for shifts in thinking and behaviour to happen.



The programme guides Cambodian Managers through a process of self-development, values clarification and team- and trust building to help them become clear about what supports development processes within themselves and others.

Aim: Leaders and managers of the Cambodian social development sector are more able to respond to their own development needs and to those of their peers, organisations and the communities they serve.

- increase your confidence in exercising leadership and in applying different leadership styles to different contexts.
- enhance your inter-personal communication skills and know how to apply these into relationship development and productive team work.
- gain practical experience of working holistically with teams and communities
- tackle the imbalance between development values and traditional values
- develop strategies to address the cultural helps and hindrances to learning, and power, patronage and trauma that impact on development processes.

What we do:

Facilitation

“ VBNK’s facilitation services help individuals, organisations and communities identify issues that are important to them, decide on solutions and plan a course for action.

Our facilitation services aim to build consensus, shared meaning and agreement on critical issues and priorities and to work towards action-oriented decision-making. Drawing on a variety of participatory approaches of co-learning, individuals, organisations and communities discover new ways of working for social development and create new possibilities for the future. ”

Our range of facilitation services includes:

- Getting Unstuck
- Values Clarification
- Decentralisation processes
- Team Effectiveness
- Strategic Planning
- Community Conversations
- Strategy Reviews

We facilitate dialogue and conduct analysis with groups, teams, whole organisations and key stakeholders.

Community Conversations

Numerous NGOs are seeking to incorporate more facilitative processes into their development practice and are looking for guidance about how to make this happen.

The VBNK Community Conversation is an event where community members come together to unpack their own problems, decide on solutions and chart a course for action. It draws on a participatory approach of co-learning among facilitators and communities, where the facilitator too must critically examine her/his own attitudes and beliefs. This process of discovery and co-learning allows development practitioners and community members to be released from their fears and to work in liberating ways with others.

The power of the approach is that it breaks down hierarchy and promotes equity through participation across gender, age, ethnicity, and class and it provides communities with the space to identify and talk about crucial subjects that may be otherwise silent. Through their participation, communities develop the skills and confidence to overcome hierarchies that have traditionally limited their involvement in democratic processes, and which have dictated who has the right to speak.

At the same time, the NGO sector and Government agencies become more aware of the needs of the communities they serve and more attuned to including communities in decision making processes. In this way community conversations make possible shared ownership of development initiatives by a broader sector of society.

We have found that community conversations can have a very powerful affect on participants, allowing people who have never felt able to communicate before to do so. Through using an interactive, participatory approach to understanding issues and generating new thinking and potential solutions, community conversations encourage confidence in participants' own knowledge. In this way the community sets its own targets for what is to be achieved, and in so doing provides a more enduring plan for social change. Community conversations are also informing and deepening our understanding of the issues that are of importance to the Cambodian social development sector.

What we do:

Coaching

“ Through coaching conversations we are able to assist individuals or teams to link their learning to organisational goals. We do this by working with clients to support them in identifying blocks to achieving their desired goals; in analysing the reality of their situation; and in choosing solutions that they can put into action. ”

For example, we have been able to support Executive Directors as well as mid-level staff of NGOs to be effective mentors, thereby guiding the performance of their staff and their organisation. We have assisted Finance Managers to update and improve their financial systems and reporting and thereby improve donor credibility.

The dual behaviour change methodology of training and on-the-job coaching allows individuals to deepen their learning and increases their confidence to 'try out' their learning in the workplace.

Contact us to discuss your coaching needs.



What we do:

Open Access & Customised Training Courses

“ VBNK’s open access (pre-designed and pre-scheduled) courses are designed to enhance knowledge and develop skills that can be readily applied into the work-place.

We also customise training and learning services to meet specific individual and organisational needs.

All training courses are delivered in Khmer by VBNK’s team of experienced Cambodian trainers. Course materials and resources are in Khmer and participants and their organisations receive an English language summary of the course content. ”

Our range of courses is specifically designed to respond to critical capacity building needs in the social development sector. It includes:

Core Management

Management Essentials to ensure your organisation can thrive as desired

- Staff Management
- Report Writing
- Fundraising & Proposal Writing
- Effective Presentations
- Organisational Structure & Policies
- Managing Change

Financial Management

Tools & skills needed to effectively manage your organisation’s finance

- QuickBooks for NGOs
- Finance Management for Finance Managers
- Finance Management for Non-Finance Managers

Project Management

Courses to help you manage all aspects of the project cycle

- Project Management
- Project Planning
- Project Cycle Management
- Monitoring & Evaluation
- Project Planning Monitoring & Evaluation
- Strategic Planning

Facilitation & Learning

Learning to facilitate dialogue and critical thinking

- Training of Facilitators
- Participatory Impact Assessment
- Community Conversation
- Learning to Learn
- Critical Thinking Skills

Please contact us to receive further details and a list of upcoming courses or go to www.vbnk.org

Discount Policy for Open Access Courses:

Any organisation that registers 4 full paying participants on an individual course will receive the 5th place on the same course for 50% of the participant rate.

If the customer organisation's group includes two women, then the 5th place on the same course will be free of charge.

What we do:

Learning Resources

“ VBNK hosts a Learning Resource Centre that provides support and encourages learning among VBNK staff, clients and staff of other NGOs. The VBNK Learning Resource Centre is open for everyone. VBNK staff, course participants and staff of other social development organisations are welcome! ”

Located at the VBNK main office (#28, street 80, corner street 75) you can visit us at these times:

Monday – Friday
7:30 am - 12:00 pm
2:00 pm - 5:00 pm

All our learning resources have been catalogued. Users are able to search the Learning Centre Resources online for books. The Learning Resource Centre also has publications and articles related to learning and capacity development.



What we do:

Publications & Action-Research

“ In addition to the learning resources available in the Learning Resource Center, we also have various VBNK publications that are relevant to management and development practitioners working in Cambodia. From time to time, we also conduct action-research studies and programme evaluations for clients. ”

Some of our publications are...



A study of the relationship between culture, values, experience and development practice in Cambodia.

By Meas Nee & Moira O'Leary



A Study of Cambodian Sense-making of International Development Policies

By Jenny Knowles



Perspectives on the complexities of Cambodians and expatriates working together.

By Leng Chhay & Jenny Pearson

Available in English and Khmer

For a full list of VBNK publications go to www.vbnk.org or search the Learning Resource Centre database.

Contact us to discuss your action-research and programme evaluation needs.

Organising events

If you need to organise a conference, workshop, consultation process or any other type of event VBNK can help you. We have in recent years built on the experience gained from organising our own events to be able to offer a comprehensive service.

If you have an event coming up and would like to discuss how we can help you with it please contact registration@vbnk.org.

Training & Conference Rooms for Hire

VBNK's facilities include three training/conference rooms available for hire when not in use for VBNK activities.

- Air-conditioned rooms, fully equipped with tables and chairs, lecture chairs as required, and whiteboards
- Additional rooms for small group work
- Quiet location with sufficient and safe parking for motorcycles and cars
- OHP and LCD projector
- Competitive charges, and discounts for long-term rent.
- Catering can be arranged through in-house restaurant

Please contact registration@vbnk.org for details, fees and availability.



Contact information

You may also contact VBNK directly for more information by telephone or through e-mail to one of the following addresses:

Forthcoming courses registration@vbnk.org
Customised training pu.vv@vbnk.org or pu.pt@vbnk.org

Room hire registration@vbnk.org
General enquiries office@vbnk.org

OFFICE ADDRESS: # 28, Street 80 (corner 75) Sangkat Sras Chak,
Khan Daun Penh, Phnom Penh, Cambodia

POSTAL ADDRESS: PO Box 2307, Phnom Penh 12258, Cambodia

TELEPHONE: (855-23) 722 115/116

FAX: (855-23) 722 117

WEBSITE: www.vbnk.org



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