

# TO BETTER MISSION ENGAGEMENT

**1**

## SECURE IN-HOUSE TECHNICAL EXPERTISE

USAID HQ Staff must have unique technical expertise to support a Mission in their offerings.

**2**

## UTILIZE ASSESSMENTS

Offerings should be sourced from a sectoral and context-specific assessment that identifies gaps and programmatic opportunities.

**3**

## ESTABLISH A MULTI-PRONGED ALIGNMENT

Offerings must align with the Mission CDCS, other high-level strategies, and Office-level interests.

**4**

## LEVERAGE RELATIONSHIPS

USAID HQ teams should utilize pre-existing entry points and/or relationships to initiate engagement with a Mission.

**5**

## TAKE A CUSTOMER-SERVICE APPROACH

Missions should be treated like customers. Plan to help with logistics, administrative tasks, and communicate regularly.

**6**

## CLARIFY ROLES AND RESPONSIBILITIES

Set expectations early with Mission staff about the desired level of engagement, activity management, anticipated time commitment, and responsibilities.

**7**

## SET ASIDE THE TIME

Dedicate LOE. Involvement of USAID HQ staff in activity management with a Mission legitimizes the effort and encourages uptake.

**8**

## BUILD CHAMPIONS

Build a network of diverse champions from both within the Mission and external to USAID that represents various levels of influence/positions.

**9**

## INVEST IN LOCAL CAPACITY

Identify and invest in relationships with Foreign Service Nationals that bring stability and longevity to the work in the midst of regular turnover.

**10**

## TRANSITION OWNERSHIP

Work to increase the Mission's role and responsibility in the work, encouraging resource commitment in new opportunities and ownership of technical expertise.