# Nonprofit Capacity Enhancement in Mumbai, India

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## Location | Mumbai, India

**India** is a pluralistic, multilingual, and multi-ethnic country in South Asia and the second-most populous country in the world with over 1.2 billion people. India has at least 122 major languages and a rich diversity of religious beliefs as the birthplace of Hinduism, Buddhism, Jainism, and Sikhism.

**Mumbai**, also known as Bombay, is the capital city of Maharashtra and the most populous city in India at 18.4 million people. Mumbai is the financial, commercial, and entertainment capital. As a fast growing city in a developing country, Mumbai suffers from urbanisation problems such as poverty, unemployment, and poor educational standards.

## Children, Youth, & Women

- 62% of Mumbai lives in slums (2010)

- Nationwide, more than 95% of children attend primary school, while less than 45% of 16 year olds complete Class 10 (World Bank)

- Nationwide, 27% of females over 25 have a secondary education and 29% are in the labor force (2014)

- India is projected to be one of the youngest countries by 2020

## Acknowledgments

## Skills Distinguished

In this professional global social work experience, I further distinguished my skills in:

- Navigating organizational contexts in a professional cross-cultural exchange

- Participatory capacity-enhancing processes

- Group facilitation through skill-building training and the 5 Year Goal Setting Workshop (pictured above).

## Global Field Agency

VIDYA is an Indian-national non-profit that has been educating and empowering the less privileged through integrated methods for 30 years in Delhi, Mumbai, Pune, and Bangalore. Their centers are located in the communities they serve emphasizing accessibility.

Employing an integrated approach, VIDYA provides:

- Educational services to children and youth

- Digital learning through Computer Resource Learning Centers (CLRC)

- Employability and life skills

- Adult literacy

- Support for women's self help groups

During my 12-week internship in Mumbai, I worked at the organizational level with the leadership team to enhance staff capacity in areas of evaluation, project management, stakeholder engagement, internal/external communication, and conflict management.

## Outputs

My major accomplishments include:

- Conducting a skill-building training on Conflict Styles and Resolution Skills which reached 70 VIDYA staff, teachers, and trainers

- Developing and coordinating a stakeholder engagement strategy to compile feedback to inform long-term organizational planning

- Developing and facilitating a 2-day residential workshop for the leadership team to identify their 5-year organizational goals

## Connections

**Classroom:**
*SW 683 | Program Evaluation*
This course exposed me to skills and resources in assessment and evaluation tools that prepared me to competently engage in conversation about data collection and ethics.

*SW 512 | Macro Practice Skills Lab*
This course contextualized and exercised my existing community organizing skills while expanding my toolkit for program management, facilitation, and data visualization.

**Career:**
VIDYA-Mumbai is proactively self-enhancing to improve their services and their impact on children, women, and youth. The opportunity to engage with and learn from a dedicated and talented team demonstrated what my career and impact in global social work could be.

## Advice

- Explore yourself and your own culture as much as you do the country and culture where you are interested in working.

- Talk with people from the country and city where you would like to work.

## Lessons Learned

- Compromising will be necessary but doing so with integrity makes the compromise strategic and part of a capacity-enhancing process.

- Relationships are the foundation of all community work.