NMA assists your organisation to maximise its performance and impact.

www.ngomanager.org
OUR AIMS

NMA’s aim is to enable your organisation:

- to achieve its own aims and objectives;
- to solve management and programmatic challenges;
- to identify and seize new opportunities;
- to enhance organisational capabilities and learning; and
- to successfully implement effective changes.

TAILORED SERVICES

Every organisation is different and is confronted with a unique combination of opportunities and challenges. Drawing on highly experienced multidisciplinary teams, we provide advisory services tailored to the specific opportunities and challenges facing your organisation.

Our multi-dimensional intervention strategies are designed to ensure sustainable outcomes that are both in the interests of your organisation and realistic in your organisation’s environment. This is why for us no two assignments are ever the same.

WORKING IN PARTNERSHIP

We know there are times when every non-profit organisation can benefit from targeted external management advice or support. At the same time, we also know that working with consultants can feel challenging for some organisations. As a non-profit organisation, we recognise that the alignment of our interests is fundamental to overcoming these reservations.

We believe that strong professional relationships, underpinned by mutual respect and understanding, are central to our successful collaboration with you. This is why we always value your current ambitions and past achievements as the shared foundations on which we intend to build the future. We are committed to working with you until you have addressed the management issues of concern to you. This may vary from focused short-term interventions to more extensive assignments over a longer timeframe.

CLIENT FOCUS

For any management intervention to be successful and outcomes sustainable, the commitment and ownership of an organisation’s leadership is essential. Improvements in performance and enhanced impact will only result from the decisions and actions taken by an organisation’s leadership.

Our advisors recognise that our role is to support you in achieving your ambitions. Our approach emphasises understanding your needs based on your knowledge of your organisation. We recognise the importance of working with you to diagnose and address your management issues. The distance this approach gives our advisors enhances our capacity to always provide you with impartial and objective advice and support.

“What makes us unique at NMA is our experience of working in headquarters and field operations, and our extensive and diverse expertise gathered in countries in Africa, Asia, Europe and the Middle East.”

Marco Kirschbaum, Executive Director
CLIENT EMPOWERMENT

Organisational empowerment is fundamental to the sustainability of any management intervention.

While we are interested in building longer term relationships with your organisation, our approach focuses on building a diverse framework of engagement, rather than to create dependency in relation to any specific issue or assignment.

In all of our assignments, our advisors place special emphasis on enhancing the management competencies of your staff and the capabilities of your organisation for the future, recognising that our role and support is temporary.

HOLISTIC SYSTEMS APPROACH

Management opportunities and challenges are inherently interconnected, interdependent, relational, evolving and subject to uncertainty. NMA’s advisors combine the rigour of detailed fact finding and analysis with an understanding that management issues always exist within a wider organisational system and context.

Taking this holistic systems approach facilitates the more accurate analysis of your needs and identification of sustainable solutions.

Framing your opportunities and challenges in new and different ways requires an appreciation of the difficulties associated with managing the often conflicting expectations and complex realities facing non-profit organisations working internationally.

We seek to expand the number of realistic and viable options available to you and to ensure that you are in a position to make informed choices concerning how best to proceed for your organisation, recognising the potential implications of any decision. This is why our advisors always take an advisory and facilitative approach which places emphasis on process, context and inter-personal relationships.

EXPERIENCED INTERNATIONAL PRACTITIONERS

Applied knowledge and experience are essential to successful non-profit management. NMA’s advisors are all experienced practitioners and trainers in the management of international and national non-profit organisations and in their respective areas of functional specialisation. Our advisors bridge the gap between the latest theoretical developments and current practice.

In every assignment, our advisors apply their extensive management expertise and make full use of their knowledge, understanding and practical experience using a diverse range of established and new management approaches, tools, skills and techniques.

NMA’s advisors draw upon extensive and diverse experience working with leading international organisations and agencies, foundations and non-governmental organisations in both headquarters and field offices. Their thematic expertise ranges from overseeing major humanitarian emergency interventions in some of the most difficult environments around the world to coordinating the implementation of long-term multi-stakeholder development initiatives at a country level.

Our advisors are all passionate about social change and are committed to making a difference for your organisation.
OUR PHILOSOPHY

As a non-profit organisation with extensive experience in field operations, NMA is committed to optimising your performance and impact.

Specifically, NMA seeks to help you ensure the ongoing relevance, effectiveness, efficiency and sustainability of your organisation. The support NMA provides to your organisation is our contribution to social change.

NMA measures its success in terms of your increased performance and impact.

WHAT WE CAN DO FOR YOU

NMA’s management and technical advisors offer a comprehensive range of independent and impartial advisory services spanning the full spectrum of management issues facing non-profit organisations. Our services include:

- **Guiding and accompanying key organisational and programmatic milestones** such as strategic and operational planning, and the design and facilitation of related processes.

- **Diagnosing organisational and programmatic opportunities and challenges** through the design and implementation of participatory organisational assessments and developmental, formative and retrospective programme evaluations.

- **Identifying and framing strategic options** to maximise performance and impact that emerge from organisational and programmatic processes, assessments or evaluations.

- **Planning and managing the implementation of organisational and programmatic changes** through the design, facilitation and accompaniment of transformative processes.

- **Improving systems and working methods** through the mapping and analysis of organisational and programme management systems, processes and procedures, and the generation and implementation of performance enhancing recommendations.

- **Providing specialist management and technical expertise** to temporarily compliment or replace existing senior and middle management capacity, during times of change or transition.

- **Supporting the professional development of management and staff** through the provision of expert advise, counselling, coaching, training and the nurturing of communities of practice.