



MARKETLINKS

## ECOSYSTEM FORUM ON BUILDING SOCIAL CAPITAL

CHAT TRANSCRIPT

APRIL 03, 2019

## PRESENTERS

Abby Davidson, Senior Research Analyst for ANDE

Kathleen Bury, CEO of Mowgli Mentors

Mike Ducker, Director of Entrepreneurship Programs for J.E. Austin Associates

Rob Tashima, Director of VilCap Innovations at Village Capital

## MODERATOR

Anastasia De Santos, Economist for Office of Trade and Regulatory Reform

John Yongo: Hi

Charlin Caster - Marketlinks: Hi John, thanks for joining

John Yongo: What time for starting?

Charlin Caster - Marketlinks: :30 am EDT!

Charlin Caster - Marketlinks: Hi everyone, as you join the webinar, please introduce yourself and say where you're from!

Asmaa: I'm Asmaa, from Egypt, a researcher and social enterprise practitioner

Lisa: Hi Asana. Thanks for joining!

John Yongo: I'm from Juba, South Sudan

John Yongo: time is 16:12PM

Lillie Otte: Hi all, Lillie Otte with HOPE International based in Pennsylvania. We provide microfinance and savings group services to 17 countries, primarily in Africa, Central America, and Eastern Europe.

Lisa Barton (Marketlinks): Thanks for joining, Lillie!

Charlin Caster - Marketlinks: Feel free to click on the slides to learn more about our webinars!

John Yongo: Doing Agribusiness Consultancy as well a Decelooer at grassroots doing capacity building with community with collaboration USADF

Indra Klein: Hi, Indra Klein, Development Consultant, DC

Lisa Barton (Marketlinks): While we wait to start, please complete the polls on the left side of your screen.

Dick Tinsley: Dick Tinsley in Colorado

Lisa Barton (Marketlinks): Welcome Dick.

Indra Klein: Trying to locate link to slides to download

Dick Tinsley: sound check please

Lisa Barton (Marketlinks): Hi Indra. It will be up shortly.

Indra Klein: @ Lisa, thank you :)

Josephine: Hi! My name is Josephine and I work at the African Development Bank on entrepreneurship and SME development

Charlin Caster - Marketlinks: Welcome Dick Tinsley

Indra Klein: Is there audio now?

Charlin Caster - Marketlinks: Hi Indra, there will be audio soon

Charlin Caster - Marketlinks: Hi everyone, as you join, please introduce yourself in the chat

Indra Klein: @ Charlin, thank you...

John Yongo: I have issue with sound, how to do that

Mahassine Mir: Hello ! My name is Mahassine Mir, I work at Mowgli Mentoring

Eva: Hello, Eva Waweru - Mowgli Mentoring

Dick Tinsley: still no sound

Susan: All. Susan Bornstein from the BOMA Project.

Charlin Caster - Marketlinks: Hi everyone, we're working to fix the sound. Sorry about that! thanks for your patience.

Indra Klein: heard rustling sound...now silence

Indra Klein: Hi sound here...great volume

Susan: yes we can hear

Alex Maple: Yes!

Laura Budzyna: Good morning, Laura Budzyna from MIT D-Lab

Dick Tinsley: loud and clear

Kristin O'Planick: Hi everyone, joining from USAID

Charlin Caster - Marketlinks: welcome, Kristin

Jennifer King: Hi everyone. Joining from MEDA.

Glen Burnett: Glen Burnett, based in the DC area

Lisa Barton (Marketlinks): Welcome Jennifer and Glen!

Shannon Prudhomme: Hi everyone! Joining from Rise Against Hunger..

Charlin Caster - Marketlinks: Hi Shannon, great to have you!

Dalin Nhean: Hi everyone, joining from Vital Voices Global Partnership in Washington D.C.

Charlin Caster - Marketlinks: Awesome, welcome Dalin!

Charlin Caster - Marketlinks: We'll answer questions at the end. Feel free to type them here as you think of them.

Charlin Caster - Marketlinks: Some useful links are available on the left and you can also download the slides and research in the Files section.

Indra Klein: @Mike Ducker, thoughts on challenges with regard to insurance for entrepreneurs?

Charlin Caster - Marketlinks: Thanks for your question, Indra

Indra Klein: With regard to disappointment with mentors, thoughts on perceptions, barriers & perhaps cultural differences?

Dorothy Taft: Cross-cultural mentoring can create expectation conflicts. How to overcome those differences?

Indra Klein: Given conflicting expectations, what efforts have been made in orientation and training of both with regard to expectations and listening to needs?

Indra Klein: To what degree has gender & cultural perceptions of such impacted entrepreneur-mentor relationship? Is there training to address such?

Charlin Caster - Marketlinks: Great questions, thank you!

Martin Webber: Martin Webber, J.E. Austin Associates.

Charlin Caster - Marketlinks: Welcome, Martin

Glen Burnett: How do we "automate" mentoring? Programs often look at specific focus on mentors, but the mentor program is usually necessary to keep it going. How does mentoring scale inside of an ecosystem to make it a force in the ecosystem? (it seems that might help address some of the questions mentioned above)

Mamunul Islam: The role of government is also important

Indra Klein: Can anyone provide thoughts on mobile technology's role in process? Any challenges; and if so, solutions? Successes & impact on projections?

Lillie Otte: Would love to hear if there has been research into what motivates/demotivates and sustains volunteer mentors

Indra Klein: To what degree provide guarantees with regard to financing for deliverables pay (advance), esp. @ early stage of development or SME with sound historical data?

Mamunul Islam: Would you be give us any result or case on entrepreneurship in the transition economy

Ben Nussbaumer - JAA: Hi Lillie, regarding the motivation of mentors, research has shown that the main motivation for mentors is the desire to give back

Laura Budzyna: How does Mowgli measure success of its mentor ship program? what metrics and techniques?

Glen Burnett: Ben--that is motivation, but how do you maintain that? it seems like that would bring the mentor to the program, but keeping them there and getting them to perform would require other motivations, presumably

Indra Klein: Based on experience, were there any challenges due to intergenerational preceptions (mentor0mentee)?

Dick Tinsley: how much of the mentoring is fi

Dick Tinsley: focus on the small family enterprises that handle most of the economy

Chantal Akinyemi: Can you explain further what the mentor matching process looks like?

Indra Klein: What is time frame of program? Can you provide insight on stages of growth within time frame?

Ben Nussbaumer - JAA: Glen - a major component of the sustaining the mentor's involvement is seeing an impact and success for their mentees. Tied to this is feeling that they are valued.

Glen Burnett: Ben-- true, its old-fashioned Peter Drucker stuff, born out

Ben Nussbaumer - JAA: Yes, when you get these things right you create a virtuous cycle that supports sustainability

Glen Burnett:(I mean that in the best way, by the way!)

Mike: Glen - Peter Drucker lessons stand the test of time

Indra Klein: @Mike, Glen & Ben, true

Glen Burnett: I'd like to second this question "Chantal Akinyemi: Can you explain further what the mentor matching process looks like?"

Dick Tinsley: are you only working with established enterprises and not recommending new enterprises for a community

Dick Tinsley: my concern is for farming communities where the most critical need is contract mechanization for a

Indra Klein: @ Rob Tashima, would you define "young"?

Dick Tinsley: land preparation an thrashing for improved yield recovery an quality

Kat: Glen and Chantal, we start our program with a 3-day workshop where we train the mentors, run a number of accelerated relationships building activities and it is during those activities that our facilitators are watching for signs of chemistry and connection. As the program is empowerment focused, we also give entrepreneurs and mentors the opportunity to voice their preferences, however, the matching is done by the facilitators

Glen Burnett: Thanks!

Kat: Ben - I completely agree with your comment - Ben Nussbaumer - JAA: Glen - a major component of the sustaining the mentor's involvement is seeing an impact and success for their mentees. Tied to this is feeling that they are valued. - we also find that the training and capacity we are providing acts as additional value add for mentors and also impacts their commitment to their mentees and the program

Glen Burnett: How much are the facilitators skilled in match making, and how much are they watching for connections in skillsets between mentors and mentees? Also, how would this be scaled, if it could?

Mamunul Islam: networking finance is essential and effective

Kat: Great question.. we train our facilitators to do the matching and they aren't looking at skills when doing the matching but human connection to enable the trust based relationships to develop. Scaling is an interesting question and we are currently developing an online mentor training program, off our syllabus, and testing to see the difference between traditional online mentoring matching vs. our matching philosophy/methodology to see what impact that has on the quality of the mentoring relationship and entrepreneurial growth

Glen Burnett: Great!

Ben Nussbaumer - JAA: Dick - your questions on farming communities, mentoring is not formulaic in its application and does not limited to enterprises of any particular size. It's about getting entrepreneurs to be more effective in the business practices they need to exercise for success. This is just as true in agricultural enterprises as, say, tech.

Glen Burnett: How does Village Capital find that the peer to peer approach affect the level of partnerships with peers after the process? in other words, how often do partnerships emerge leading to "stronger" entrepreneurial systems or "stronger" value chains?

Lillie Otte: Curious if Village Capital has experienced or heard of increased risks of intimate partner violence (IPV) for women who receive capital and lead a startup? We know this problem exists in more rural/traditional family structures but curious if it's been raised in any of your research.

Dick Tinsley: Ben, the question is if you see a need for specific enterprise would you try and find an entrepreneur to fill that need and mentor the establishment of the enterprises

Ben Nussbaumer - JAA: Dick - no, mentorship is about a relationship rather than pushing entrepreneurs to fit into our (or the mentor's vision). The entrepreneur has the vision which the mentor pushes them to achieve.

Glen Burnett: On my end (if the question came from my question about "automating" the process), I'm interested in hearing how this moves beyond a USAID-funded project (for example) into a more robust way the entrepreneurship or innovation ecosystem ensures that entrepreneurs are looking for mentors in general. How does mentorship scale?

Glen Burnett: But those answers were also helpful!

Indra Klein: Thoughts on discriminatory perceptions/bias that have impacted mentorship process &/or financing? If so, any remedies to address such?

Lillie Otte: Seconding Indra's question above! Also, cultural barriers between mentors/mentees.

Rana El Hattab: Adding another upvote to Indra's question

Indra Klein: How often during program do mentors & mentees provide feedback to program rep? What follow up is conducted post program?

Glen Burnett: for gender and cultural differences, it would also be interesting to talk about this in terms of other disadvantaged groups: traditionally daylit communities, rural entrepreneurs versus urban mentors, etc.

Indra Klein: With regard to program development, would provide thoughts on what partnerships were developed before program launch?

Courtney Buck: How balanced is the availability of mentees and appropriate mentors? Are there particular characteristics, profiles, etc. For which there is an inadequate pool of potential mentors?

Glen Burnett: Courtney, wouldn't this be highly dependent on the sector/region? If so, could that also just be clarified: if sector /region has an impact, where is there more/less balance, and are there learnings from those relationships that could potentially increase effectiveness (given that that is itself tough to measure)?

Charlin Caster - Marketlinks: Thanks for all the great questions! We'll try to answer some additional questions offline. And stay tuned for the event recording and transcripts. We'll post those soon!

Glen Burnett: Thanks for managing this, Charlin!

Charlin Caster - Marketlinks: Of course!

Indra Klein: Is program audited in any way? If not, is there plan to do so in future?

Indra Klein: Thank you for very thought provoking presentation -- so many facets = additional webinar?

Charlin Caster - Marketlinks: That's a great suggestion, Indra. :)

Courtney Buck: Glen - yes, I'm guessing this is pretty dependent on sector/region, but perhaps the data has revealed broader patterns? For example, in some of the mentoring programs I'm familiar with, over time, there can be an accumulation of certain types of mentees for which there are not enough interested/appropriate mentors.

Carol:öÿ' Great presentation and feedback

Glen Burnett: Thanks for your answers to this question everyone...

Indra Klein: @Charlin, your presentations never disappoint -- always prompt the next question and thought...that you & the Micrlinks team!

Indra Klein:oops thank you

Charlin Caster - Marketlinks: Thanks, Indra. We're always happy to have you. I'm glad you're enjoying the webinars!

Lillie Otte: Thanks Marketlinks!

Mike: Kat, you are amazing, thanks for joining!!!!!!!

Mike: Wish you were here!

Charlin Caster - Marketlinks: We've posted questions for your feedback. Please complete!

John Yongo: Hi All I was outline for communication connection; I hope is going well now

Alice Michira: great insights on mentoring program. I am grateful for the information shared.

John Yongo: Can I please have the question now

Charlin Caster - Marketlinks: Hi John, feel free to type your question below!

Alice Michira: hi Charlin, could you kindly share the recording?

John Yongo: OK. At regional level of East Africa: South Sudan need greater input for marketing system can it be possible to a just with productions development?

Charlin Caster - Marketlinks: Hi Alice, that will be available soon!

Charlin Caster - Marketlinks: Thanks John! We'll try to address this in our follow-up!

John Yongo: Thank you