

MAPP/OAS *in time of pandemic*

16 years of uninterrupted presence in the most **vulnerable and remote territories** in Colombia

Personal Level

Quarentine experiences

1

Self-care

2

Emotional impact
(anxiety, uncertainty,
anguish)

3

Difficulties in balancing
personal life with work
responsibilities

4

Restrictions in social
interaction

Work Level

MAPP/OAS

RELATIONSHIP

- Limitations in relating with the communities and building of trust virtually
- Digital divide
- Inhibition to discuss sensitive issues



PRIORITIES

- Changes in relevance of certain departments and areas of work

WORK METHOD

- Virtual meetings limit the analysis of the territories

Good practices

1. Empathy and contextualization

- Thinking of others
- Reviewing local media
- Identifying relevant events

2. Institutional positioning and recognition

- Use of logos, emblems and institutional clothing.
- Sharing communication pieces

3. To effectively manage the communication with key actors

- Avoiding saturation
- Coordinate and schedule management

4. Capacity building

- Based on
 - Needs
 - Available resources

5. Exchanges, follow-ups and accompaniment of teams

6. Virtual inter-institutional and inter-sectoral meetings

7. Relevance of HR, communications and IT areas

