

## Checklist 2. Gender-inclusive service provision

### ► Design

- Conduct a needs assessment.** Using any or a combination of the qualitative and quantitative methodologies, research what are the challenges and barriers that women face in starting, managing and growing their businesses and accessing the resources they need to succeed.

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- Adapt to learning styles and technical backgrounds.** Consider the different backgrounds, learning styles and education of participants, and tailor the training according to the audience. (Don't forget to ask about language ability and digital literacy!)

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- Be flexible and sensitive.** Work with participants to determine any factors that stand in the way of women's participation (inadequate child care, limited transportation options) and identify windows of availability and other ways to address these barriers.

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- Make it a safe and inclusive space.** Create an environment in which people feel comfortable expressing their opinions. Introduce the three aspects of active listening – listening without knowing, without judgement and without interruption.

### ► Delivery

- Ensure services are delivered by both women and men.** Prior to delivering services, consider whether it would have possible repercussions if only men were providing the offered service to your clients. If so, consider as a minimum to have mixed facilitators, with both women and men acting as facilitators, trainers, counsellors or mentors.

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- Encourage participation from everyone.** Send the agenda prior to a meeting so that everyone can prepare as per their personal preferences. Set the stage for broad participation, by asking all participants – women and men – to participate in a way that suits the format of the activity. In settings in which women or another group are the minority, pay attention to these participants and ensure they feel included. Offer support, taking into account that some women or other groups may have had less experience speaking in public forums.

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- Celebrate differences.** Where possible, encourage working groups with people from diverse genders and backgrounds to ensure a variety of perspectives and experiences.

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- Be conscious of voice and power dynamics.** Notice the people who are silent in the room and ensure that you include them, and create space for a variety of voices and people. When brainstorming or asking for feedback, use inclusive methods, such as listening circles or rotating assigned roles to ensure everyone has an opportunity to speak, take notes, etc. In virtual activities, ensure broader participation by asking people to provide inputs both verbally and in written form, such as in the chat.

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- Clarify rules and expectations.** At the beginning of the session, establish rules about the consequences for the use of stereotypes, discriminatory language or inappropriate jokes, and respond quickly and decisively to address these situations if one arises during a session.

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- Conduct post-tests or collect feedback.** To gather feedback from participants on how they perceived the training, it could be helpful to do a short post-test or send out a feedback survey. This can collect information on whether they found it inclusive or any challenges with the facilitation, activities, accessibility or timing. The data collected should be sex-disaggregated.

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- Debrief with facilitators.** It is recommended that facilitators institutionalize discussing among themselves the learnings, highlights and any related actions from the conducted activity, including related to gender inclusivity. Eventually share this with leadership to ensure continuous learning and improvement.