Contents

Introduction 5
What is CASA? 5
Glossary 7
How does CASA work? 9
Preparing for CASA 10
How to use the results of an organisational assessment 13
What are the risks of doing an organisational assessment? 14
Suggested workshop formats 15
Icebreakers and energisers 19

The CASA tool 21
Preparation an organisation for CASA: 21
what is an organisational assessment?
Organisations 21
Assessment 24
Why assess your organisation? 25
Format of the CASA modules 27

MODULE 1 Assessing the internal organisation 33
SECTION 1 Mission and values 34
SECTION 2 Management 1 40
SECTION 3 Management 2 46
MODULE 2  Assessing external linkages  53

MODULE 3  Assessing projects  61
   SECTION 1  Project planning and implementation  62
   SECTION 2  Project outcomes  68