2020 was a year of growth at Build Up: over this past year, we added three full team members and a number of associates, and consolidated our second area of work (digital conflict). In 2020, we became more public about more aspects of our work, including beginning to put out free online courses that share what we have learned over the past six years. Like many, our team had to adapt to the challenges of the pandemic, with programs running remotely and exercising flexibility to accommodate for shifting timelines, realities and priorities as the crisis unfolded.

Build Up transforms conflict in the digital age. We are a global non-profit working beside local organizations through participatory interventions, research and training to combine peacebuilding best practices, participatory methodologies and digital technologies to identify and address emergent challenges to peace. This is our second annual report. It describes our work in 2020, and outlines our vision for 2021.

Mission: what we strived for in 2020

Work: what we’ve been doing in 2020
   Peace Innovators
   Participatory Processes
   Digital Conflict

Thought: what we’ve been thinking in 2020

Community: how we connected in 2020

People: who we are in 2020

Money: how we were financed in 2020

Vision: where we think we’ll be in 2021
Mission: what we strived for in 2020

**Build Up transforms conflict in the digital age.** We do this by combining peacebuilding best practices, participatory methodologies and digital technologies to identify and address emergent challenges to peace. We believe peace is not just the absence of violent conflict, but a society in which everyone can thrive. To build peace is to use non-violent means to reconcile differences and to collectively transform relationships and structures in a way that is inclusive, just, and sustainable. We work on emergent challenges to peace in the digital age and emergent opportunities to transform conflict with digital technologies. This mission is delivered through three program areas: peace innovators, digital conflict and participatory processes.

We use **digital technologies to build peace**: we support peace innovators across the globe, working with local organizations to design and implement technology interventions for peacebuilding processes that address divisions in society. We help teams take an innovative peacebuilding intervention from idea to pilot implementation. Projects coming out of these programs typically fall into three areas of technology use: data management, strategic communications and dialogue. Participants in our programs emerge with a strong understanding of best practices in participation and innovation that allow them to continue to design and manage innovations in their peacebuilding work.

We transform **conflicts that happen in digital spaces**: we conduct research and interventions to address polarization on social and digital media in diverse contexts across the globe. Our research explores both the positive and negative roles of social media in conflict contexts, developing a deeper understanding of its potential as both a conflict driver and a peacebuilding tool. Our interventions directly address polarization on social media, using non-violent techniques to foster a shift to constructive dialogue. Findings from this work continue to inform the key functions that digital technologies can play in peacebuilding and adjacent fields such as mediation.
We support peacebuilding institutions to deploy technology to conduct **virtual consultations and participatory research in peace processes**. Our work supports participatory methods to produce, analyze and share quantitative and qualitative data about conflict and peace. We have adapted three methodologies – virtual consultations, participatory video and participatory polling – to the specific needs of peacebuilders, developed tools and resources for practitioners, and worked to adapt them to different conflict contexts.

Interwoven through all our program areas is a vision to **transform the peacebuilding field in the digital age**. We hold space within the peacebuilding community for conversations and contributions to collectively learn how to build peace in the digital age through action, reflection and iteration. We conduct research and provide policy recommendations on using technology to build peace and how to address emergent challenges to peace in the digital age.

**Build Up is a new model for a global non-profit**, driven by values embodied throughout our work and organizational culture: We are honest, open and vulnerable. We are not experts. We value knowledge, and we engage in cross- and trans-disciplinary thinking and doing. We give space to learn, encouragement to grow, and sometimes to err. We work with and support ourselves and others as whole people. We place stewardship, respect, love, peace and non-violence at the heart of our work. And our style is a bit punk: non-hierarchiical, diverse and a little bit irreverent.
Work: what we’ve been doing in 2020

Peace Innovators

Digital Steps Fellows: Syria & Yemeni Diaspora
The Digital Steps program is a partnership with the British Council that started with a pilot program in Syria in 2017. Throughout 2020, we worked on the second version of the program that worked with innovators inside Syria and in the Yemeni diaspora.

In Syria, we supported six initiatives (selected in 2019) on a diverse set of projects to build social cohesion inside Syria: a participatory video project to empower women to tell their own stories, a game to encourage reflections on diversity, a Messenger chatbot that connects people with services, a Facebook campaign to raise awareness around rumors, and a video campaign to encourage critical thinking among youth and children. As in-person meetings were not possible, our team of mentors found creative ways to stay connected with teams through regular calls and WhatsApp chats. In December 2020, the program closed with an online strategy and evaluation workshop (run on both Zoom and WhatsApp) that helped the teams decide where to take their work next.

For the Yemeni diaspora, we ran an online training course on social change and technology attended by 80+ participants from around the world in January 2020. The course offered an introduction to best practices in innovation and technology for social change, basic principles of human-centered design, and an ideation process to develop ideas about a technology for social change. Based on the training, 14 teams applied for the year-long fellowship program. We selected four outstanding local initiatives from across the Yemeni diaspora. A sprint workshop originally planned to be run in person was instead delivered online, primarily as a series of Zoom calls over two weeks with different mentors and resource people. Following this online workshop, the four initiatives are now working on a diverse set of projects to build social cohesion within the Yemeni diaspora, and within the larger communities where the Yemeni diaspora live. Their projects range from a digital platform that connects Yemeni women with resources and diverse community to enhance their lives in Sweden, a podcast series that bridges people together through humanizing the personal experiences of the Yemeni conflict, a digital campaign that shares labor laws with migrant workers so that they may have better working conditions, a series of fairy tales to connect the youth and parents of the within the Yemeni diaspora and their host community in Germany.

Yemen Communities Stronger Together - Innovation Grants
We started a collaboration with Global Communities to pilot the innovative use of technology and creative approaches in peacebuilding projects across Yemeni communities. Seven teams have
been selected and are receiving accompaniment and support from Build Up for initiatives that incorporate participatory video making, digital games, and animated videos, among others.

**Innovators for Peace in the Sahel**
This project, in collaboration with Oxfam, supports teams of young people from Burkina Faso, Niger and Mali to implement a peacebuilding initiative using digital technology. 12 teams of 2-3 young innovators were trained on digital skills to use technology to solve a problem related to youth participation in peacebuilding in their community, region or country. During the online course, which was delivered over WhatsApp due to COVID-19, the teams developed an idea for an innovative initiative to consolidate peace, dialogue, and which aims to overcome the divisions reinforced by the coronavirus. After the course, 6 teams are now receiving mentoring and financial support to implement their idea, participate in other training, and to meet other innovators of peace.

**Building a Dialogue in the Middle East**
From 2020-2021, we are collaborating with Danmission to identify, build capacity of, and accompany peace innovators in the Middle East, with a thematic focus on inter-religious dialogue. The project has produced a number of concrete concept notes for locally-led innovation projects as well as strategies for how partners would like this innovation work to be taken forward. In 2021 several participating teams will be selected for accompaniment and grant support to implement their concepts.

**Participatory Processes**

**Participatory Justice Barometer in Mali**
With the support of Interpeace, Build Up worked with IMRAP to establish a participatory barometer on the governance of justice in Mali. Over the year, we conducted online workshops on design, data collection, data analysis, and dissemination. IMRAP prepared participatory indicator design workshops, and co-developed the questionnaire for surveying. The data was then made accessible and used to inform participatory analysis workshops in Mali.

**Participatory Baseline Assessment in Burkina Faso**
We worked with Interpeace and the Laboratoire Citoyennetés to design and implement a participatory quantitative baseline assessment of the state of peace and social cohesion in Burkina Faso. The questionnaire was developed by a representative group of Burkinabè, and 2396 people in the six regions of Burkina Faso participated in this study. Build Up published the data open source on an online tool to allow for a participatory analysis process.

**Somalia Peacebuilding Fund Consultation**
With the pandemic, the United Nations Peacebuilding Fund for Somalia Secretariat realized its stakeholder consultative conference would not be possible as originally planned. Rather than waiting for the pandemic lockdown to end, they invited us to assist them in running the consultative process online. We designed and implemented two public and two closed
consultations, each one building off the other, leading to a set of recommendations that the UN used to inform its peacebuilding focus in Somalia.

OSESGY Women’s Peace Perspectives
The Office of the Special Envoy of the Secretary-General for Yemen (OSESGY) sought support to increase the number and scale of its consultations with Yemeni women through innovative online convenings, with particular attention to outreach and engagement of women in marginalized and hard-to-reach areas. In 2020-21, we are designing and facilitating three online consultations that is providing the OSESGY with inputs on Yemeni women’s different perspectives regarding specific questions of relevance to the peace process and the peace agreement so that these perspectives can inform OSESGY’s work and engagement.

Imagining Our Commons: A collective visioning process for Syria
In this ongoing and exploratory partnership with Heinrich Bohl Stiftung looking, we are facilitating conversations between Syrians inside and outside Syria with experience in urban planning around the built environment of Syria. With meetings beginning in October 2020, the process and the outcomes of this joint initiative are being co-defined.

Mozambique Peace Process Support
This was one of the first planned training of the year that the pandemic required adaptation for, even as one trainer was already on route to facilitate. In March-April 2020, we delivered a two-week online Design Workshop on Digital Monitoring Strategies for the Mozambique Peace Secretariat, supporting the implementation of the Maputo Accord for Peace and Reconciliation.

Participatory Assessment of Accountability and Public Action in Niger
We worked with the Prime Minister’s Office in Niger to think through the design of a participatory process to evaluate public action. Instead of primarily relying on macro-economic indicators, the Office wants to base its assessment on people’s and Majors’ evaluation of the effectiveness of public interventions. This new system is intended to create a pathway for citizens to hold public officials to account.

Digital Conflict
The Commons
The Commons is our ongoing initiative to address polarization in social media in the USA. We first piloted The Commons project in 2017. Throughout 2019, we ran a scaled-up version of the project, testing a variety of strategies, and our evaluation concluded that we have designed and tested a model that delivers results and impact at a reasonable cost and can be scaled. In 2020-21, we adapted this model with an explicit focus around topics, events, and geographies
relevant to the 2020 election and post-election period, and tested new strategies for effective scaling based on resources and core trusted social networks.

**Social media analysis of refugee-host community narratives in Lebanon**
We’re developing a social media listening platform to help UNDP Lebanon have autonomy in analyzing social media trends and patterns to be solutions oriented and come up with strategies to tackle conflict on social media that comes up in their scope of work. This is a continuation of research we did in 2018, and a result of recommendations for action following that report.

**Strategic Partnership with the Centre for Humanitarian Dialogue**
Since 2020, we have partnered with the Centre for Humanitarian Dialogue to implement programs that address digital conflict in multiple contexts. In Libya, we conducted an analysis of social media behaviours, content and actors to determine how false information, graphic content, hateful and violent speech and polarization is expressed online and how it affects the conflict on the ground to inform future digital interventions. In Nigeria, we are working together to integrate social media in HD’s Conflict Early Warning and Early Response System (CEWERS). In Sudan, our collaboration aims to explore ways that social media could enhance inclusion in town hall meetings and political dialogue processes and online approaches to tackle hate speech, misinformation or incitement to violence.

**Maskani Commons – a Kenya Digital Peacebuilding Initiative**
The Maskani Commons is a collaboration between 6 public universities in Western Kenya, the Center for Media, Democracy, Peace and Security (CMDPS) and Build Up. The project adapted The Commons approach to digital conflict in the United States and contextualized it for Kenya. Sixty students received training and accompaniment as they intervened on polarizing issues of politics, ethnicity and Covid-19 on their own social media feeds.
Thought: what we’ve been thinking in 2020

- The role of technology in shifting the relationship between companies and communities in conflict settings (2020)
- Digital analysis: peacemaking potential and promise (2020)

Digital Mediation
Continuing thinking that crystalized with this report in 2019, we have continued to examine how digital technologies influence mediation processes [blog summary]. With the Mediation Support Unit (MSU) and the Gender, Peace and Security (GPS) Unit in the UN Department of Political and Peacebuilding Affairs, we facilitated a six-week content-guided dialogue on Digital Technologies to Enhance Women’s Inclusion in Peace Processes. As a core member of The CyberMediation Network, we have also had opportunities to inform mediation practitioners about the impact of digital technologies on mediation, co-presenting on the panel, Digital Inclusion: Options and Challenges during and after COVID-19. A collation of this thinking can be read in this article, Digital analysis: Peacemaking potential and promise, which discusses how peace organisations can use digital technologies to inform planning and process design at the pre-formal or early stages of peace processes. Finally, we began development of an introductory online training course on digital process design and facilitation of peace processes for mediators and their teams, in collaboration with the Mediation Support Unit, the Centre for Humantarian Dialogue, and Tandemic to be published in 2021.

Digital Peacebuilding & the Pandemic
As everyone was doing in early 2020, we reflected on the implications of the pandemic for conflict, and our role as digital peacebuilders. In a two-part blog post, we explored why peacebuilding would be important in the coming months and years, in connection with the social,
political and economic shifts that the pandemic is bringing about, and how peacebuilding could adapt to social distancing measures in the short and medium term.

Digital peacebuilding and the pandemic (part 1: why it matters)
Digital peacebuilding and the pandemic (part 2: on digital connection and bridge-building)

We joined LSE's Covid-19 event series to discuss consequences of the pandemic for countries affected by conflict and fragility, recorded here. We co-hosted a 3-month content campaign with DME for Peace to address the need to reshape practices and programming, in response to COVID-19 and technological advancements.

Digital Conflict Drivers
Attention in peacebuilding is given to political conflict drivers, environmental conflict drivers, socio-cultural conflict drivers, etc., but to this point, we have only recently begun to understand the role of digital conflict drivers. This year we introduced concepts of preventing and transforming digital conflict drivers, and quickly saw its resonance as peacebuilders are grappling to respond to the harmful effects of technology.

In a forthcoming book chapter, Understanding Digital Conflict Drivers, we examine how technologies are affecting conflict dynamics and what peacebuilders can do to mitigate these effects. We argue that because digital technologies are fundamentally altering the human experience, they are by extension fundamentally altering conflicts. We propose a framework for understanding the impact of technology on conflict, and lay out a holistic vision for categorising different peacebuilding interventions that, in sum, contribute to the emerging field of digital peacebuilding.

Peace Engineering
We continue to be excited for the emergence of peace engineering as an important new orientation towards engineering, and believe that the opportunity to bring the peacebuilding lens to engineering disciplines is essential given the important technical role that engineering can play in peacebuilding solutions. This year, resident Build Up peace engineer Jerry McCann moved this thinking to action, co-teaching PENG 545: Introduction to Peacebuilding for Engineers at Drexel University and hosting the Constellation Prize (webinar available here: Reimagining what engineering is for: a place for peacebuilding).

**Social Media & Peace Research**
This year, more than any before, our research and thinking has explored both the positive and negative roles of social media in conflict contexts, developing a deeper understanding of its potential as both a conflict driver and a peacebuilding tool.

- [How Do We Combat Polarization Online?](#)
- [Social media and polarization](#)

We also collaborated with International Alert to conduct primary research across a number of country contexts to produce the policy paper, *Realising the Potential of Social Media as a Tool for Building Peace*.

**Public Speaking**
*Build Up was represented in panels and presentations at RightsCon, the Virtual Stockholm Forum on Peace and Development, the Global Digital Development Forum, RSA Events, PeaceCon, ODI, Geneva Peace Week, London School of Economics, DME for Peace, UN-CSO Dialogue on Sustaining Peace in Cambodia, the Skoll World Forum, the Paris Peace Forum, and the Data for Peace and Security conference in The Hague.*
Community: how we connected in 2020

Our core question at Buiild Up remains: “how can civic activists and peacebuilders get smarter and stronger, to maintain pace with the increasing complexities of global interconnectivity, technological advancements, and ideological polarization?” Over the past five years, we’ve worked with others responding to that same question, learning and building networks between global peacebuilders along the way, primarily through the annual Build Peace conference. This year, we had the opportunity to further develop our aspirations for longer term impacts of strengthening and sustaining a community of practice of digital peacebuilders through a Community & Learning area of work that includes online trainings, ongoing learning content and webinars, broad access to the Build Peace conference, and grounded research and writing.

Build Peace 2020: Social Justice & Pandemic

Build Peace 2020 was the 7th annual Build Peace conference, but the first to be held fully online. Co-organized with the Bertha Centre at the UCT Graduate School of Business, the conference was originally intended to be hosted at Philippi Village in Cape Town, South Africa. Still hoping this could be the case, we first planned an integrated online and offline conference. When the pandemic made it clear this wasn’t possible, we adapted and moved to a virtual platform, but still maintaining a focus on themes and people most relevant to Cape Town. During the conference, we explored social justice and the coronavirus pandemic in the digital age as it has played out across three relevant sub-themes: identity polarization, urban space, and surveillance capitalism. Around 400 peacebuilders were in attendance, and 57 sessions were hosted. All sessions except workshops were recorded and are available here.
Training and Digital Adaptation Courses

This year we designed and produced 2 online training courses in 3 languages: Digital Peacebuilding 101 and Remote Capacity Building available in English, French, Spanish, and Arabic forthcoming. There are plans in various stages of development for six more courses that include a variety of digital peacebuilding and peace innovation components we believe will support the peacebuilding field to more effectively innovate and utilize digital technologies. These courses are stand-alone, asynchronous and self-paced modules that delve into specific areas of digital peacebuilding innovation and adaptation. The courses include animated videos, lectures, interactive exercises, worksheets and follow-up resources, and they are available on our website (698 enrolled) and via an automated WhatsApp chat (118 enrolled).

While the courses are open to all, we also had the opportunities to do deeper, more specific content dives with cohorts from partnering institutions, which has continued into 2021. We offered training and light accompaniment to a selection of 5 civil society organizations in Myanmar to adapt the implementation of their work online due to the pandemic. From October to December, we also supported an internal training effort for Search For Common Ground who provided incentives and support for 86 staff members to complete the course and participate in live calls with Build Up team members to ask questions and workshop ideas. A final training program in partnership with UNHCR in South Sudan focused on digital engagement with refugee youth and communities more generally, and covered a range of topics including the monitoring / identification / addressing of misinformation, conflict, hate speech and polarisation.

Public Webinars
We began hosting regular (roughly monthly) webinars mid-way through the year. These webinars are generally recorded, and posted for later access. We also participated in at least 5 additional webinars from partnering organizations and events.

**Thought partners**

*PeaceNexus:* We were awarded a PeaceNexus Organizational Development grant this year, and are excited and thankful to receive their support. The organisational change process is defined around three change objectives:

- To strengthen our ability to communicate its programmatic work and method across multiple audiences, including, tracking the impact of its individual program areas to better demonstrate and communicate organisational level impact.
- To support our ability to lead new modalities of peacebuilding program design and implementation, contributing to a shift of power away from international actors and towards local actors. It does that by continuing to test and develop new methodologies and tools to enable the co-design from the ground up in collaboration with partners.
- To help us further operationalize our internal structure in a way that democratizes the organisational functions and responsibility of maintaining Build Up, without leading to burn out.

*Centre for Humanitarian Dialogue (HD):* A fruitful 6-month HD-Build Up partnership provided the opportunity to think jointly about digital conflict and mediation, to define HD’s core added value in this field, and to identify possible areas for future collaboration. We are interested in continuing to collaborate with HD, both to support implementation of HD's social media strategy and to advance thinking in this field more generally.

*United Nations Mediation Support Unit:* This thought partnership had a twofold purpose: co-producing an online course on digital mediation and providing an advisory service to the UN’s Mediation Support Unit. The course aims to support mediators and their teams as they further develop skills in digital inclusive process design and facilitation. We were also able to provide advanced assistance to mediation teams on digital process design and facilitation of peace processes.

*Conflict Alert and Prevention Centre (CENAP):* We were able to formalize a long-standing partnership with CENAP this year, which has enabled joint work and co-facilitation on participatory data projects and fellowship program implementation in Burkina Faso and the broader Sahel.

*Fellowship Alumni:* Evidencing the growth of a true community of practice are the ongoing relationships and joint ventures we have been able to engage in this year with former peace innovator fellows. Their projects have been a source of learning and sharing as others in the larger peacebuilding community looked for examples of digital adaptation. For example, former Myanmar Build Peace fellows, MIDO, have been using the Messenger chatbot they built for fact
checking around conflict rumours to tackle disinformation around the virus, becoming a go-to source for reliable and up to date information in Myanmar. We co-facilitated a training on digital adaptations for civil society organisations in Myanmar with former fellow Hein Paing Htoo Chit, Hein Paing Htoo Chit, Founder and Executive Director of SEED for Myanmar. In Syria, one of our past fellows, Open Art Space, are working to engage children in online art for peace projects through their #Art_StayHome initiative. They engaged young people in the UK and Syria in a dialogue through the exchange of peace letters, demonstrating the power of virtual connection in these times.

People: who we are in 2020

By the end of 2020, Build Up had 12 core team members and 11 associates. Our core team was made up of 8 women (including our two Directors, one of whom was on sabbatical during this year), one nonbinary, and 3 men; four people who identify as LGBTQ; and nationals of Switzerland, Spain, the UK, Kenya, Lebanon, Syria, India, and the USA. Our associates comprised 6 women and 5 men, nationals of Syria, Kenya, Spain, Burundi, Lebanon and the USA.

Growth of our programmatic portfolio and team have necessitated continued attention to and evolution of our organizational model anchored in our ethos and peacebuilding values. Our teaming structure is horizontal and collaborative, with all core staff actively shaping our program strategy and operations, defining and evolving their own roles, and invited into critical reflections and decisions on Build Up challenges, opportunities and development. In parallel, our financial and administrative systems are fully transparent and jointly owned with core staff, allowing us to collectively and proactively respond to and manage financial risks and determine the most efficient and effective ways to care for staff needs. We’ve experienced 2020 as a year of necessary and intentional growth, in which new team members have been introduced to the collective organizational and financial model and our ability to carry out impactful work and create a healthy, thriving culture has grown exponentially.

We are advised by an exceptional Board that provides institutional governance and expertise in the core areas of our work. Our Board includes representation of various nationalities (Colombian, American, British, Pakistani, Sri Lankan), ethnicities and the LGBTQ+ community. Mid-way through the year, Diana Dajer, founder and director of Policentrico in Colombia, who herself was a member of Build Up’s first fellowship cohort stepped down as Board Chair. Quratulain Fatima, also a former Build Up fellow and co-founder of Women4PeaceTech transitioned into the position. Rodrigo Davies and Leah Jones are skilled technologists. Chip Hauss and Jerry McCann bring decades of experience in the peacebuilding field. Sanjana Hattotuwa, who spans many of these areas of competencies along with adding human rights advocacy, served on the board through October 2020.
Money: how we were financed in 2020

<table>
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<tr>
<th>Project</th>
<th>Income</th>
<th>Donor</th>
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<tbody>
<tr>
<td>The Commons</td>
<td>$150,000</td>
<td>Omidyar Network</td>
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<tr>
<td>Social Media &amp; Peacebuilding Research</td>
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<td>International Alert</td>
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<td>Digital Steps Syria &amp; Yemeni Diaspora *</td>
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<td>MENA Peace Innovators</td>
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<td>Yemen Communities Stronger Together *</td>
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<td>Global Communities</td>
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<td>Burkina Faso baseline: participatory analysis - conflict and resilience</td>
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<td>Various digital peacebuilding initiatives</td>
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<td>Humanitarian Dialogue (HD)</td>
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Vision: where we think we’ll be in 2021

As noted earlier in the report, we were awarded a PeaceNexus Organizational Development grant this year, and are excited and thankful to receive their support. We look forward to growing intentionally and sustainably as we seek to meet our organizational development goals through 2021:

- To strengthen our ability to communicate its programmatic work and method across multiple audiences, including, tracking the impact of its individual program areas to better demonstrate and communicate organisational level impact.
- To support our ability to lead new modalities of peacebuilding program design and implementation, contributing to a shift of power away from international actors and towards local actors. It does that by continuing to test and develop new methodologies and tools to enable the co-design from the ground up in collaboration with partners.
- To help us further operationalize our internal structure in a way that democratizes the organisational functions and responsibility of maintaining Build Up, without leading to burn out.

Growing Programs

We expect all our program areas to continue and expand in 2021:

- Peace Innovators: We will conclude the Digital Steps Yemeni Diaspora and Yemen Communities Stronger Together programs, and continue the Sahel fellowships and Building Dialogue program. We are also in conversation about adding a peace innovator program in Palestine, and are excited about expanding this model of accompaniment to additional regional and topical focuses. In addition, we aspire to further connect and expand the utility of the growing alumni network,
- Digital Conflict: We are fundraising to continue The Commons in the USA, with a focus on the particular challenges and tensions of an election year. We are also in conversation about replicating an adapted version of this program in other countries, in particular with an EU focus. In addition, we hope to make social media analysis tools more accessible and fit-for-purpose to better inform conflict analysis and peace programming.
- Participatory Processes: Moving from solely data-driven projects to more expansive participatory processes, we expect this area of continued need will provide opportunities to support human-centered research, consultations, and intervention design.