



Capability Overview

Open Space Works Ukraine | 2025

Company profile



Open Space Works Ukraine is a female-led consulting firm that evolved from the Open Space Works Cooperative, a collective of independent consultants in Ukraine established in 2016.

We support development, humanitarian, and civil society actors in evidence-based decision-making through qualitative research and the facilitation of participatory stakeholder dialogues.

The Open Space Works Ukraine team brings over 16 years of experience addressing complex challenges across various social change sectors.

Since the onset of the full-scale invasion in Ukraine, our team has focused on conducting research in the humanitarian sector in collaboration with leading, internationally recognized organizations, including Ground Truth Solutions (Austria), the Humanitarian Policy Group/ODI (UK), and the Humanitarian Leadership Academy (UK).

Domains of Our Expertise



- Humanitarian Research
- Civil Society Development
- Resilience and Humanitarian-Development-Peace Nexus
- Livelihood and Economic Diversification
- Civic-Military Cooperation and Veteran Policy

Our Approach



We prioritise strategic partnerships, guided by our core values, ensuring flexibility to meet the unique needs of our partners.

Our approach emphasises transparency, honesty, and adaptability, welcoming feedback and adjustments throughout the project lifecycle. We actively engage partners in the design, implementation, and evaluation phases, drawing on their insights to inform decision-making.

Central to our mission is the empowerment of local leadership. We use our platform to amplify the voices and expertise of regional and national organisations, supporting their growth and priorities by actively involving them in our projects.

We dedicate our time and resources to the development, humanitarian, and civil society sectors—areas where they are most needed and impactful. Our efforts include independent research, events, mentoring, support for local partners, and the promotion of ethical business practices.

What we do



Qualitative Research

We conduct in-depth studies for humanitarian and development sectors to better understand landscape, behaviours, relations and experiences of different stakeholders and social structures.

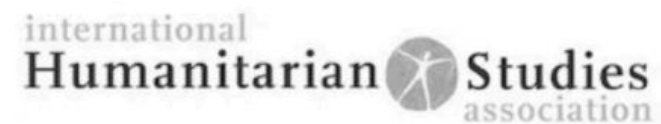
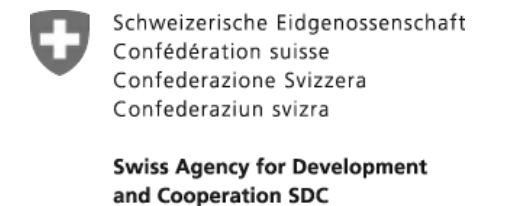
Organisational & Capacity Development

We provide a comprehensive suite of services, including Program/Project Evaluation, Organisational Assessment, Strategic Planning, RBM, MEAL, Performance Management, Facilitation Skills Training, Change Management, and Needs Assessment.

Stakeholders' Dialogue Facilitation

We employ participatory methodologies such as Open Space Technology and Future Search Method to facilitate meaningful group interactions and multi-stakeholders collaborative decision-making.

We collaborate



Qualitative Research Methodology & Latest Studies





Research Methodology in the Humanitarian and Development Sector

Types of research conducted



Type of research	Brief Description	Outcome
<i>Feasibility studies</i>	Assess the practicality and potential impact of proposed interventions	Provides data to guide decision-making and optimize resource allocation
<i>Resilience analysis in communities and oblasts</i>	Identify strengths and vulnerabilities to enhance community and regional resilience	Supports resilience-based planning and informs adaptive strategies for sustainable development
<i>Perception studies</i>	Understand public opinions and stakeholder perspectives to inform strategies	Aligns programs with stakeholder needs and enhances engagement
<i>User Journeys</i>	Map participant experiences to optimize service delivery and policy design	Optimises service delivery and ensures policies address user needs effectively
<i>Stakeholder mapping</i>	Identify key actors and their influence to enhance coordination and impact.	Enhances coordination, ensures strategic partnerships, and amplifies project impact.
<i>Strategic reviews</i>	Evaluate ongoing programs to inform future planning and development strategies.	Guides strategic adjustments, ensuring that programs remain aligned with objectives and emerging needs.

Research Methodology in the Humanitarian and Development Sector



The next slides comprehensively outline the methodology and processes that guide our research efforts to ensure rigor, transparency, and reliability throughout every stage of the research we conduct.

Research design

1. Engaging key stakeholders

- ▶ We involve key stakeholders early in the process by gathering input for the research methodology.
- ▶ This may include conducting **qualitative consultations** or establishing an **Advisory Group/Board** to provide oversight throughout the research journey.

2. Establishing communication structures

- ▶ We maintain strong collaboration with partners and clients through **regular check-ins** to ensure alignment and update stakeholders on progress.



Data collection



Combining classical and participatory data collection tools:

- ▶ Our tools include **key informant interviews (KII)** and **focus group discussions (FGD)**, complemented by **participatory workshops** such as user journey mapping sessions, community-based workshops, and other collaborative exercises.

Geographical scope:

- ▶ We work across all regions of Ukraine, **including frontline communities** in the east, south, and north of the country, ensuring comprehensive and inclusive data collection.

Hybrid data collection approach

- ▶ Data collection is conducted **in person** and through **digital tools** to adapt to the local context and ensure flexibility.

Adherence to data protection protocol: Our approach ensures **confidentiality and security** through several key practices:

- ▶ **No recording of personally identifiable information (PII)** without explicit consent.
- ▶ **Anonymizing or pseudonymizing** data to remove identifying information.
- ▶ Informing participants about **anonymity limits** and obtaining **written consent** for any recorded contact information.
- ▶ **Encrypting transcripts** to secure sensitive data.
- ▶ **Deleting interview recordings and transcripts** post-validation from devices, with encrypted storage on OSWU or partner servers, and data retention limited to **one year** after project completion.

Data analysis

Interview transcription and coding

- All interviews and focus group discussions are transcribed, and transcripts are coded using **MAXQDA** software to ensure rigorous qualitative analysis.

Sensemaking workshops

- Internal sensemaking workshops are organized with partners to interpret findings collaboratively and develop shared insights.

Peer review and validation of findings

- Draft reports undergo **internal** and **peer reviews** to refine insights and ensure robustness.

Validation workshops with stakeholders are facilitated to verify findings and generate actionable recommendations.



Dissemination

Engagement with the research community.

- ▶ We actively engage with the broader research community, sharing our methodologies and best practices to foster collaboration and learning within the sector.

Quality Control

- Maryana Zaviyska, zaviyska@openspace.works
Lead Methodology Expert, OSWU



Latest Studies

PERIOD	SERVICE	DESCRIPTION	METHODS	DOMAIN	CLIENT
June 2024- February 2025	Empowering Youth in Humanitarian Action in Ukraine: Lessons Learned and Pathways Forward Research	This study examines the engagement of teenagers and youth in humanitarian initiatives, emphasising their leadership potential in crisis response and recovery. It recognises young people as vital agents of change, contributing to the reinforcement of the humanitarian–development–peace nexus.	KII, Desk Review, FGD, Validation Workshop	Humanitarian Research	Humanitarian Leadership Academy)
May 2024- February 2025	The Mapping of the Civil Society Organizations Ecosystem in Ukraine	The study offers a comprehensive analysis of the civil society organisation (CSO) landscape, focusing on key stakeholders, regional CSOs, and their role in supporting local organisations within the reconstruction and development agenda. It examines critical areas, including funding, institutional development, collaboration with authorities, and CSO networking.	KII, Desk Review, FGD, Survey, Content Analysis, Public Data Analysis, Validation Workshop	Civil Society Development	The Agence Française de Développement (AFD) Group
July - August 2024	Review of the Direct Emergency Actions Program / Emergency Activities	OSWU conducted a review of the programme designed to rapidly respond to the humanitarian crisis caused by the Russian Federation’s war against Ukraine. The review assesses the project’s efficiency, relevance, sustainability, and impact in delivering timely and effective support to those affected.	Field visits, KII, Desk Review, FGD	Humanitarian Research	Swiss Embassy in Ukraine
July - August 2024	Review of the Volunteer Insurance Program	OSWU conducted a review of the the Volunteer Insurance Programme, which provides insurance coverage for volunteers operating in high-risk areas in Ukraine. This review evaluates the programme’s effectiveness, relevance, and sustainability in safeguarding volunteers engaged in hazardous activities, such as evacuations and frontline aid delivery.	Field visits, KII, Desk Review, Validation Workshop	Humanitarian Research	Swiss Embassy in Ukraine

Latest Studies

PERIOD	SERVICE	DESCRIPTION	METHODS	DOMAIN	CLIENT
October 2024- March 2025	Study on the role of Ukrainian civil society in the provision of humanitarian cash assistance,	The purpose of this study is to examine the current and potential future role of Ukrainian civil society in delivering cash programmes – including multi-purpose cash assistance (MPCA), sectoral cash, social protection top-ups, and other forms of support. The study also explores how these efforts are coordinated with internationally led humanitarian cash provision and coordination, as well as with central and local government social protection departments responsible for delivering social assistance and services.	Desk Review, KII, FGD, Validation Workshop	Humanitarian Research	STAAR, GTS The Social Protection Technical Assistance, Advice, and Resources Facility (STAAR) is a joint initiative of the U.K. Foreign, Commonwealth, & Development Office (FCDO) Better Assistance in Crises (BASIC) and Gender-Responsive Social Protection (GSP) programs.
January 2023- February 2025	A qualitative study exploring community perceptions of cash assistance in Ukraine	This study is part of a project implemented by Ground Truth Solutions (GTS) in partnership with the Collaborative Cash Delivery (CCD) Network, with funding from the Disasters Emergency Committee (DEC). The findings aim to generate recommendations for CCD members, their implementing partners, other humanitarian actors, and the government on strengthening programming in alignment with community feedback. The study consists of four data collection rounds, each with a specific focus and target groups. Reports: https://openspace.works/home/publications	User Journey, KII, FGD, Community Workshops, Validation Workshop	Humanitarian Research	GTS, CCD, Disaster Emergency Committee (DEC)
May 2023- December 2024	Managing narratives in the humanitarian response to the conflict in Ukraine	The study focused on analysing the narratives surrounding the humanitarian response to the war in Ukraine. OSWU led the data collection, analysis, and stakeholder workshops. The final output of the study is an HPG working paper titled <i>“Narratives and the Ukraine Response: Implications for Humanitarian Action and Principles.”</i>	Desk Review, Survey, Sensemaker, KII, FGD, Validation Workshop	Humanitarian Research	British Red Cross, ODI/HPG, Migration Consortium

Latest Studies

PERIOD	SERVICE	DESCRIPTION	METHODS	DOMAIN	CLIENT
May 2024- February 2025	The research on Women Leadership (Role) in Humanitarian Action in Ukraine and Poland	This research is focusing on understanding the work of women-led initiatives that provide support to war-affected people in communities in Ukraine and Poland and explore how women-led action is facilitating women empowerment in both countries. By researching Ukrainian's women-led initiatives emerging in light of the war, we seek to highlight the role of women-led initiatives in shaping civil society and the humanitarian sector and influencing existing humanitarian frameworks.	KII, Desk Review, FGD, Validation workshop	Humanitarian Research	Humanitarian Leadership Academy)
August - September 2024	The Resilience Analysis	The The Resilience Analysis for Communities in Mykolaiv and Kherson Oblasts evaluates community resilience as a foundation for designing a Transitional Development Assistance (TDA) project. The aim is to strengthen war-affected communities through vocational training, mental health and psychosocial support (MHPSS), and social services.	Field visits, KII, Desk Review, FGD	Livelihood and Economic Diversification	AWO International
November 2023 - February 2024	The Feasibility Study	The The Feasibility Study of the PT/BENGO Project in Ukraine focuses on post-war recovery in Bucha, Irpin, Makariv, and Hostomel within Kyiv Oblast. It aims to foster social cohesion, drive economic revitalisation, and support community-led development through actionable recovery plans and investment opportunities.	Field visits, KII, Desk Review, FGD, Validation Workshop	Resilience and Humanitarian-Development-Peace Nexus	AWO Internationa

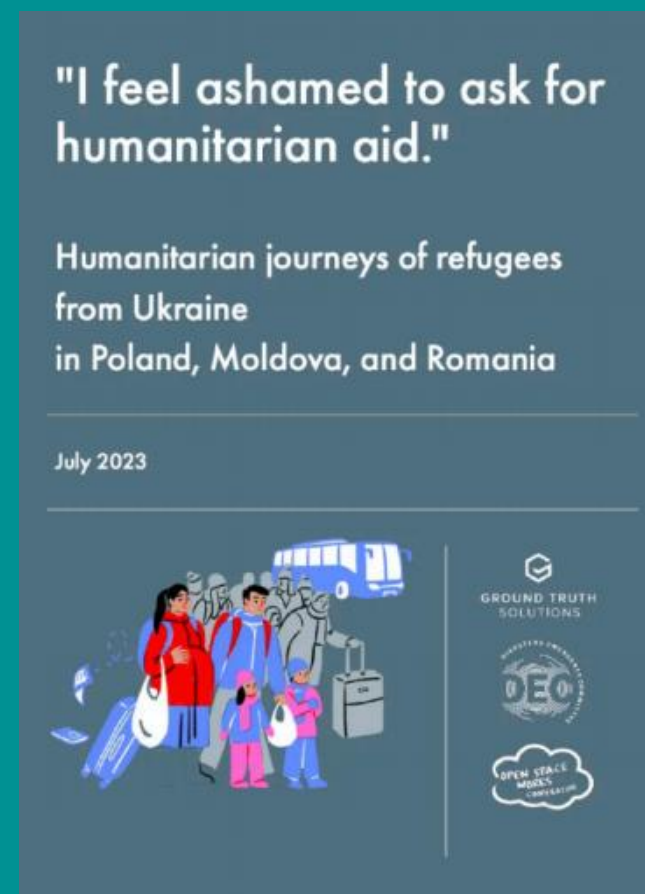
Latest Studies

PERIOD	SERVICE	DESCRIPTION	METHODS	DOMAIN	CLIENT
January - May 2023	The User Journey Experience Study	The study explored the perceptions and experiences of Ukrainian refugees concerning the humanitarian assistance they received in Poland, Romania, and Moldova.	User Journey, KII, FGD, Validation Workshop	Humanitarian Research	GTS, Disaster Emergency Committee (DEC)
September - December 2022	Humanitarian Response Perception	The study explores aid recipients' perceptions to inform and improve the humanitarian response in Ukraine and neighbouring countries during the initial months of the full-scale invasion.	Desk Review, Field visits, KII, FGD, Validation Workshop	Humanitarian Research	GTS, Disaster Emergency Committee (DEC)
April - June 2022	Advisory Support	Feasibility study on IDP needs assessment in Lviv, training staff on Core Humanitarian Standards, and launching humanitarian recovery projects in Kyiv and Kharkiv.	Field visits, KII, Desk Review, FGD	Resilience and Humanitarian-Development-Peace Nexus	Volkshilfe Austria
November 2017 - February 2018	Context Analysis	Ukraine Context Analysis (CSO) for IM Strategic Planning	Field visits, KII, Desk Review, FGD	Civil Society Development	M Swedish Development Partner (Moldova)
2016-2017	Project Evaluation	Monitoring of Local Initiatives Implemented by Local counsellors - participants of Council of Europe Project Promoting local democracy in Ukraine.	Field visits, KII, Desk Review, FGD, Survey	Civil Society Development	Council of Europe

Latest Reports



OSWU team participated and made a significant contribution to the following reports & publications



Free Download openspace.works/home/publications

Organisational & Capacity Development

Latest Projects & Activities



Organisational & Capacity Development

PERIOD	SERVICE	DESCRIPTION	METHODS	DOMAIN	CLIENT
October 2024	Facilitation Skills Training	OSWU hosted and organised the Working with Open Space Technology: Advanced Skill-Building Workshop as part of the Genuine Contact™ programme in Kyiv.	Training for facilitators	Civil Society Development	Community of Open Space Facilitators
February - May 2023	Project Evaluation	The final evaluation of the BENGGO-funded project, <i>“A Strengthened Multi-Stakeholder Partnership of Civil Society and Ukrainian Coal Regions,”</i> focuses on promoting a just transition and aligning Ukraine’s energy policies with the Paris Agreement.	Desk Review, FGD, KII	Livelihood and Economic Diversification	Germanwatch
January - May 2023	Project Evaluation	Evaluation of the Outcomes and Short-Term Impact of the Supporting Young People to Build a More Cohesive Society (Active Citizens) Project, implemented by British Council.	Desk Review, FGD, KII	Civil Society Development	The British Embassy
September 2022 - January 2023	Independent Organisational Assessment	OSWU reviewed the outcomes of the organisational development component of the EPAIU programmes, assessed the organisational capacity of 13 leading environmental civil society organisations (CSOs) — EPAIU partners — and developed targeted recommendations.	Desk Review, FGD, KII	Civil Society Development	EPAIU / International Renaissance Foundation
December 2022 - March 2023	External Content Anaylis	OSWU conducted an external assessment of the <i>Audio Podcast Measures in Ukraine</i> as part of the <i>Initiative for Transparency and Freedom of Expression</i> , funded by BMZ.	Content Analysis, KII	Media / Civil Society Development	Deutsche Welle
August 2021 - November 2022	Capacity Development & Mentorship	OSWU team designed and implemented a comprehensive programme to strengthen human capital and internal processes within Ukraine’s newly established National Qualifications Agency (NQA). The programme focused on enhancing the NQA’s capacity in communications, human resources, and strategic and operational management.	Trainings, Workshops, Mentorship	Good Governance Reforms	GIZ (EU4SKILLS)

Organisational & Capacity Development

PERIOD	SERVICE	DESCRIPTION	METHODS	DOMAIN	CLIENT
August 2020 - October 2020	Analysis of NQA's organisational development	OSWU team conducted an analysis of the policies, procedures, practices, and training and development needs of Ukraine's newly established National Qualifications Agency (NQA). The agency is responsible for developing the legal framework to support the national qualifications system and fostering effective collaboration among educational institutions, businesses, and government bodies.	Desk Review, FGD, KII	Good Governance Reforms	GIZ (EU4SKILLS)
August 2020 - October 2020	Facilitation Skills Training	OSWU provided mentorship support for participation processes in the Dnipro and Kharkiv regions as part of the <i>Strengthening Ukrainian Municipalities Hosting IDPs</i> initiative under the <i>Infrastructure Programme for Ukraine</i> project.	Open Space Technology	Livelihood and Economic Diversification	GIZ
February - March 2021	Project Evaluation	OSWU conducted an external final evaluation of the EU-funded project, <i>Building Capacity for Civilian Protection in Eastern Ukraine</i> .	Desk Review, FGD, KII, Field visits	Resilience and Humanitarian-Development-Peace Nexus	Representative office of Center for civilians in conflict (CIVIC)
January - June 2022	Project Evaluation	OSWU conducted the project evaluation of the <i>Active Citizens Programme</i> (2020–2022), implemented by the British Council.	Desk Review, FGD, KII, Survey	Civil Society Development	The British Embassy
January 2018 - May 2018	Facilitation Skills Training	OSWU designed and conducted a <i>Training Skills Development Programme</i> for the National Anti-Corruption Bureau of Ukraine (NABU).	ToT	Good Governance Reforms	US Embassy in Ukraine / NABU

More <https://openspace.works/home/portfolio>

Stakeholders' Dialogue Facilitation

Latest Activities & Events

[openspace.works](https://www.openspace.works)



Stakeholders' Dialogue Facilitation

PERIOD	SERVICE	DESCRIPTION	METHODS	DOMAIN	CLIENT
September - December 2023	Large Group Facilitation	Participatory strategic planning on the future of the veterans' movement and stakeholder cooperation in Ukraine, as part of a CSO/USAID-funded initiative (2023).	Future Search Workshop	Civic-Military Cooperation and Veteran Policy	Ednannia / USAID
August - September 2022	Large Group Facilitation	Open Space Works Ukraine (OSWU) designed and facilitated an online multi-stakeholder learning and sharing workshop on strengthening the civic education system in Ukraine, as part of the USAID/ENGAGE initiative (2021).	Online facilitation	Civil Society Development	Pact / ENGAGE/ USAID
November 2022 - March 2023	Large Group Facilitation	Design and facilitation of a series of regional multi-stakeholder learning and sharing workshops on the role of adult education in post-war recovery. Workshops engaged civil society organisations (CSOs), local authorities, educational institutions, internally displaced persons (IDPs), and media representatives, and were conducted in Sumy, Lviv, Vinnytsia, Nikopol, Poltava, and Mykolaiv.	Open Space Technology	Civil Society Development	DVV International in Ukraine
August 2020 - October 2020	Large Group Facilitation	Facilitation of an Open Space session titled "How to Make Cooperation Between Government Institutions and the General Public in the Decision-Making Process More Effective?" as part of the II National Forum of Government Professionals in Public Consultations.	Open Space Technology	Good Governance Reforms	OSCE / Cabinet of Ministers of Ukraine
January 2019 - May 2019	Large Group Facilitation	Design and facilitation of a participatory event at a GIZ partner institution in Dnipro city and Petropavlivka town.	Open Space Technology	Livelihood and Economic Diversification	GIZ

More: <https://openspace.works/os/reports>
<https://openspace.works/future-search>



Meet Our Team



Maryana Zaviyska
 Co-Founder | Research
 Lead | Methodologist |
 Open Space / Future
 Search Facilitator



Taras Tymchuk
 Co-Founder | Project
 Lead | CFO |
 Open Space / Future
 Search Facilitator



**Sasha
 Tselishcheva**
 Co-Founder | Research &
 Evaluation Lead
 Open Space / Future
 Search Facilitator



Oleg Ovchartenko
 Interviewer |
 Facilitator



Tania Danyliv
 RBM & Logframe
 Specialist | Evaluator
 Open Space Facilitator



Yourii Stepanets
 Researcher |
 Open Space Facilitator



Natalka Harasivka
 Analyst



**Oleksandr
 Latushkin**
 Procurements | Events



Olga Kuno
 Interviewer | Analyst



Svitlana Zuieva
 Administrative Support

References



- ▶ **David Starke** | Programme Coordinator Ukraine and Humanitarian Action | AWO International e.V. | david.starke@awointernational.de.
- ▶ **John Bryant** | Senior Research Officer, Humanitarian Policy Group / ODI (UK) | j.bryant@odi.org.uk.
- ▶ **Eva Soltész** | Programme Manager | Ground Truth Solutions | eva@groundtruthsolutions.org.
- ▶ **Tetiana Kukharenko** | International Renaissance Foundation / EPAIU | Program Director | kukharenko@irf.ua.

Feedback

openspace.works



ODI Global

18th December 2024

Subject: Letter of recommendation for Open Space Works Ukraine

To whom it may concern,

Open Space Works Ukraine (OSWU) have just completed a two-year collaboration with the Humanitarian Policy Group (HPG) of ODI Global on a British Red Cross funded research project which studied how different narratives have shaped humanitarian policy decisions and determined humanitarian outcomes in Ukraine, Poland and the UK. OSWU have played a pivotal role in this successful project as the research lead in Ukraine. They were also central to the co-design of the research framework, data analysis and validation with key stakeholders. OSWU are co-authors of the published report and its policy recommendations.

Further project responsibilities carried out by OSWU to a high standard included the adaptation of the project's research questions and its methodology to the Ukraine context, completing multiple desk reviews of Ukrainian and English language literature, extensive qualitative data collection utilising propriety software, conducting key informant interviews, organising data validation workshops with key stakeholders in Ukraine, co-authoring the project's final report with international colleagues and actively participating in the project report launch event in London in December 2024.

OSWU were selected amongst a pool of candidates in Ukraine due to their excellent technical expertise in research and experience of the humanitarian sector in Ukraine. HPG are extremely happy with our decision and OSWU have far exceeded our expectations. They have excellent technical proficiency, have been outstanding collaborators with our own staff and worked efficiently in line with demanding timelines. They have a strong network in Ukraine which they have leveraged well to support our research, its dissemination and policy engagement. They consistently exceeded our requirements to enhance the performance of the project. Overall, HPG would highly recommend OSWU as a qualitative research partner and we hope to collaborate with them in the future.

Yours sincerely,

A handwritten signature in black ink that reads 'D Barter'.

Dustin Barter

Acting Director
Humanitarian Policy Group at ODI

Contacts for cooperation



Address: Office 14, 4 Kostiolna Str., Kyiv, Ukraine

E-mail: contact@openspace.works

Site: openspace.works

Portfolio: openspace.works/home/portfolio

Follow us

Facebook facebook.com/openspaceworks

LinkedIn linkedin.com/company/oswukraine

YouTube youtube.com/@OpenSpaceWorks