

UNCAP Master Facilitator Team



United
Nations

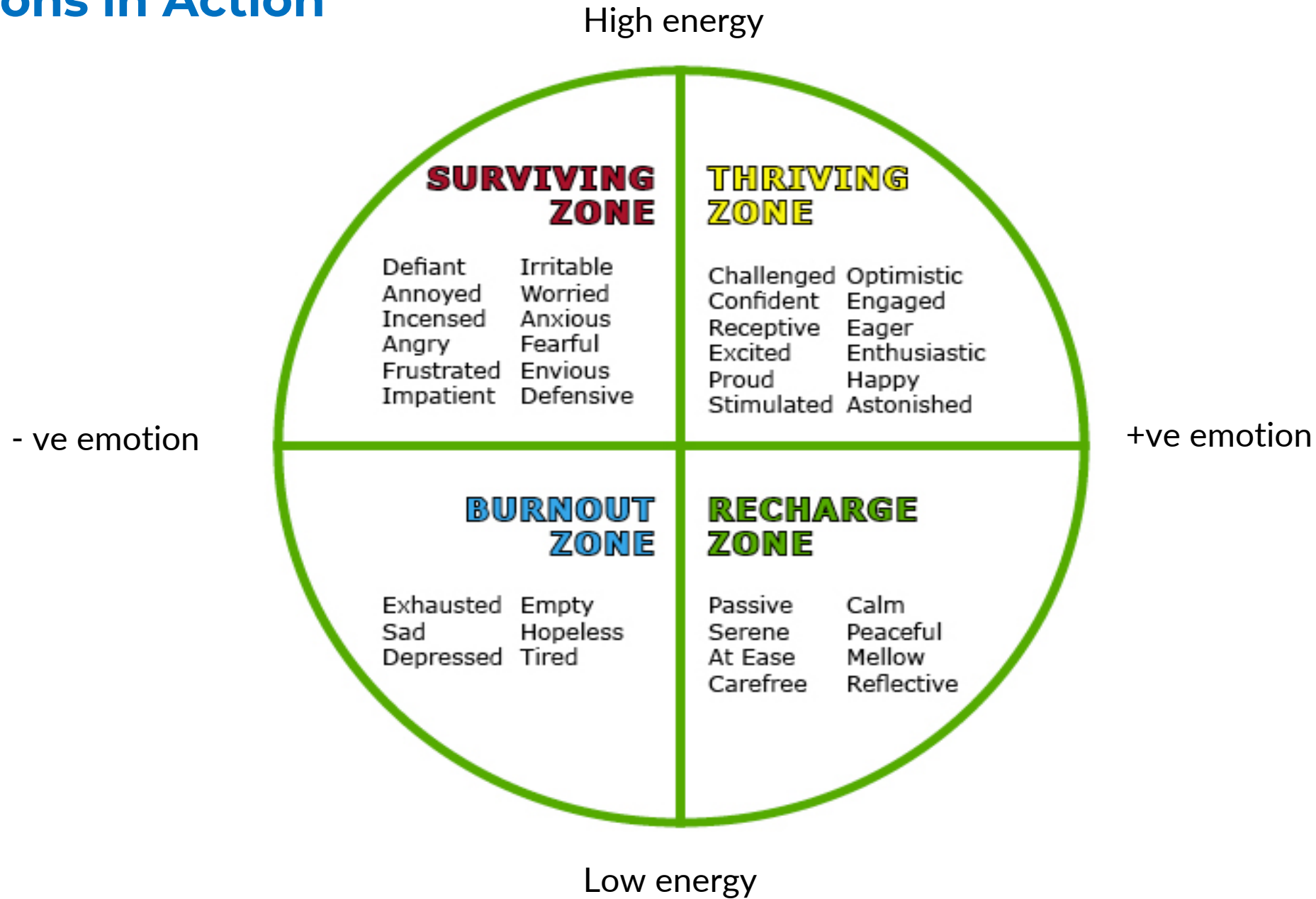


UNITED NATIONS
CAISR ACADEMY FOR
PEACE OPERATIONS

DAY 3 - 23rd Aug 24

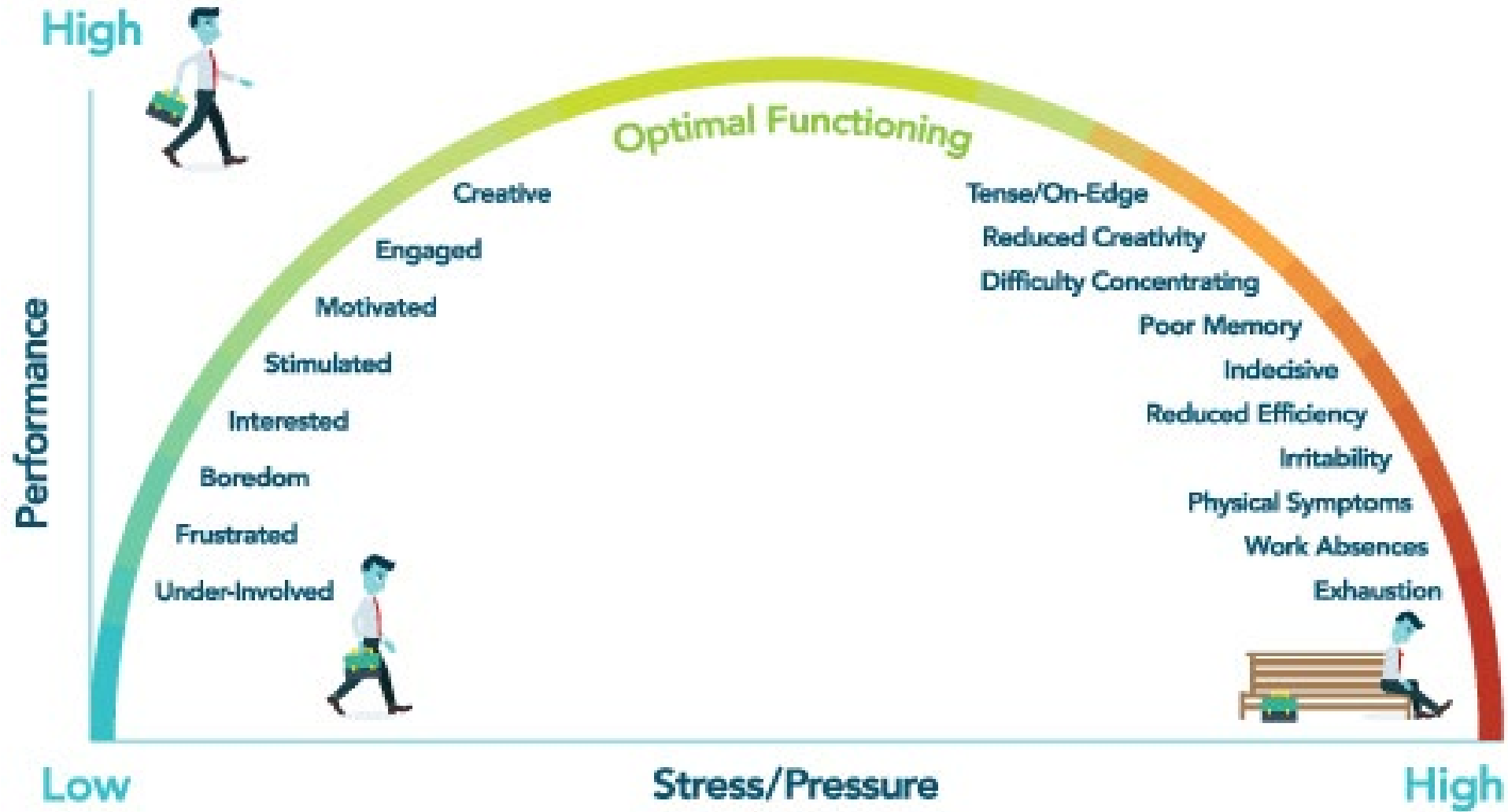


Emotions in Action

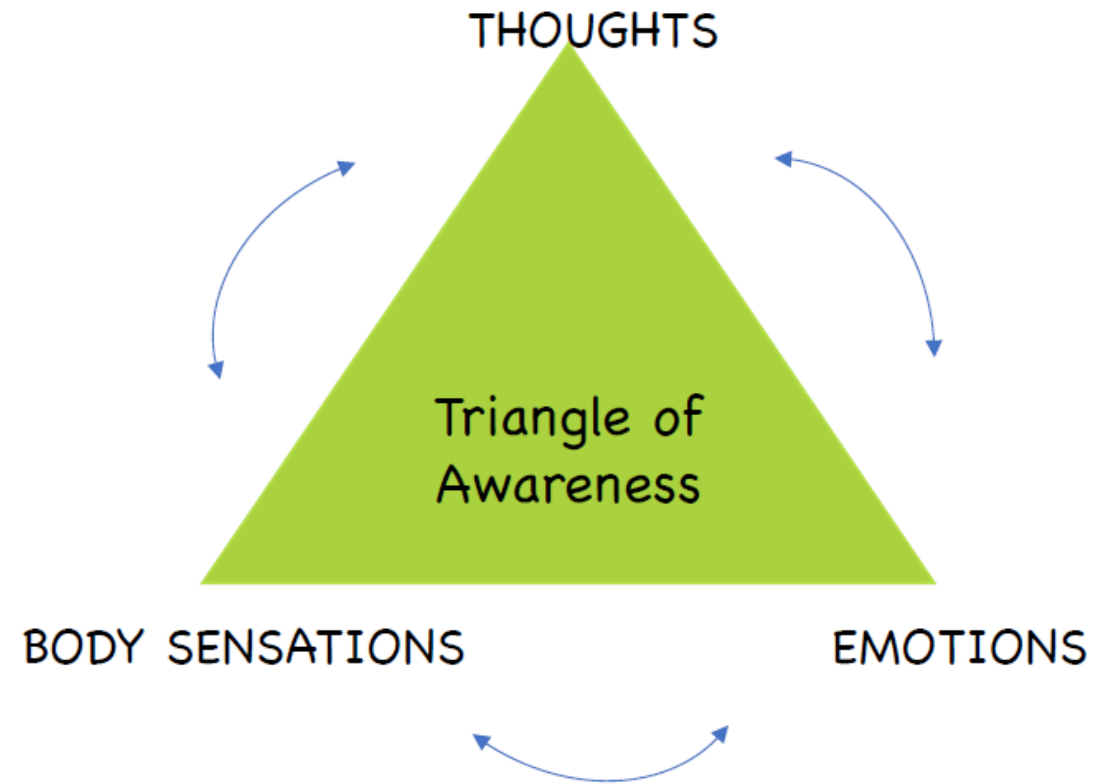
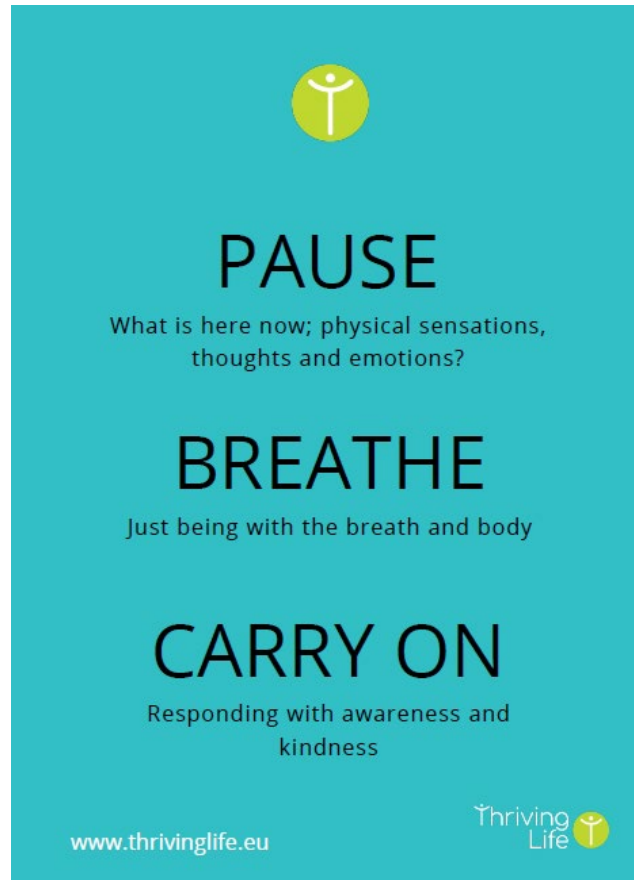


The Link to Performance

The Yerkes-Dodson Law



Check in – Mindful reflections



The future & our stakeholders

The Changing Context for work today

- Changing Demographics with 4 generations in workplace
- Changing orgs / leadership / workplaces / employment
- Education - MOOC's self-directed learning
- Diversity: cultural, sexuality, neurodiversity

- iPhones, roll out of 6G network Social Media, (Influencers, Fake News)
- Internet of things
- Cyber Security
- Nanotechnology & AI
- Development of the Metaverse

- Stagnation
- Recession
- Growth
- Inequality of wealth
- Globalisation

Conflict hot spots, changing democracies, nationalism, terrorism, immigration, peacekeeping & peace enforcement



- Climate change
- Natural resource depletion
- Pollution
- Social responsibility
- Renewable Energy

Trade deals, Brexit, International Treaties, Border Controls, Human Rights

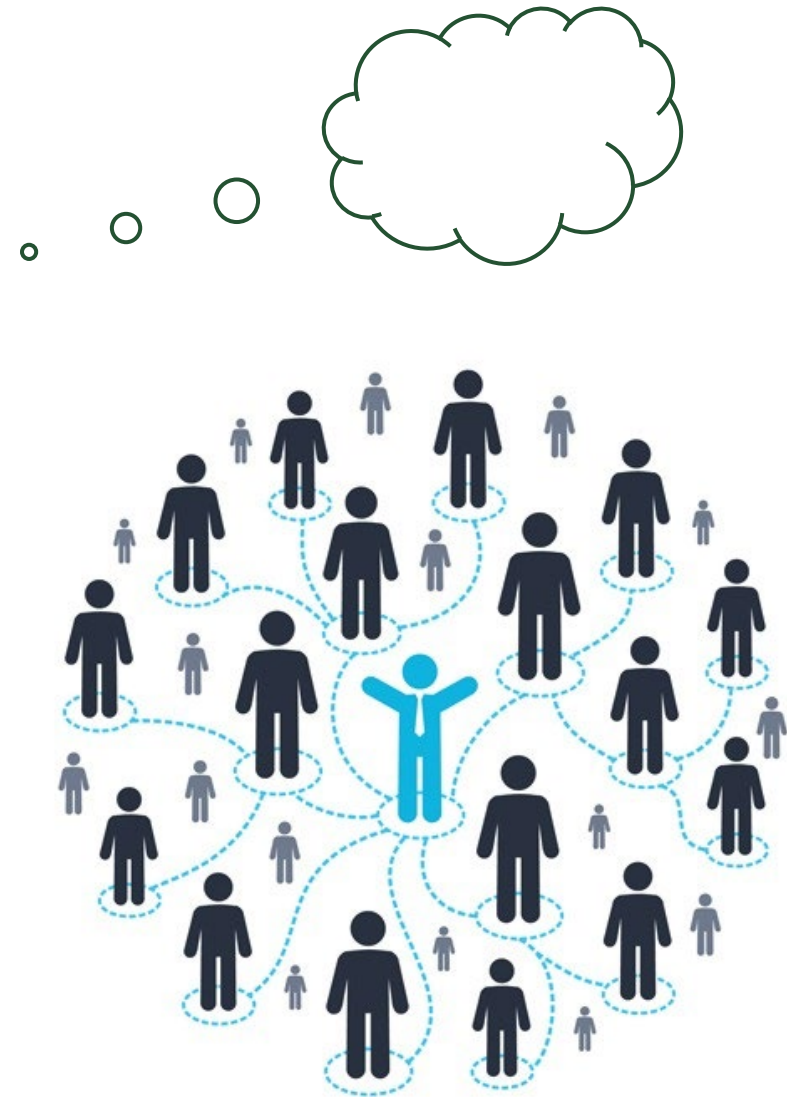
UNCAP stakeholder map

Who are your 360-degree stakeholders across the business **that you rely on (as a team) or rely on you?**

Draw it out: On a large piece of paper create a stakeholder map (individuals and groups) that you need to consider:

ie what bodies or key individuals to you need to:

- Reports to
- influence
- listen to
- get support from
- respond to
- Observed by



In the shoes of....

Break



Think Tank: Collective Brilliance

Collective Brilliance: Taking the learning forward for UNCAP

Brainstorm – what can we now step up to?

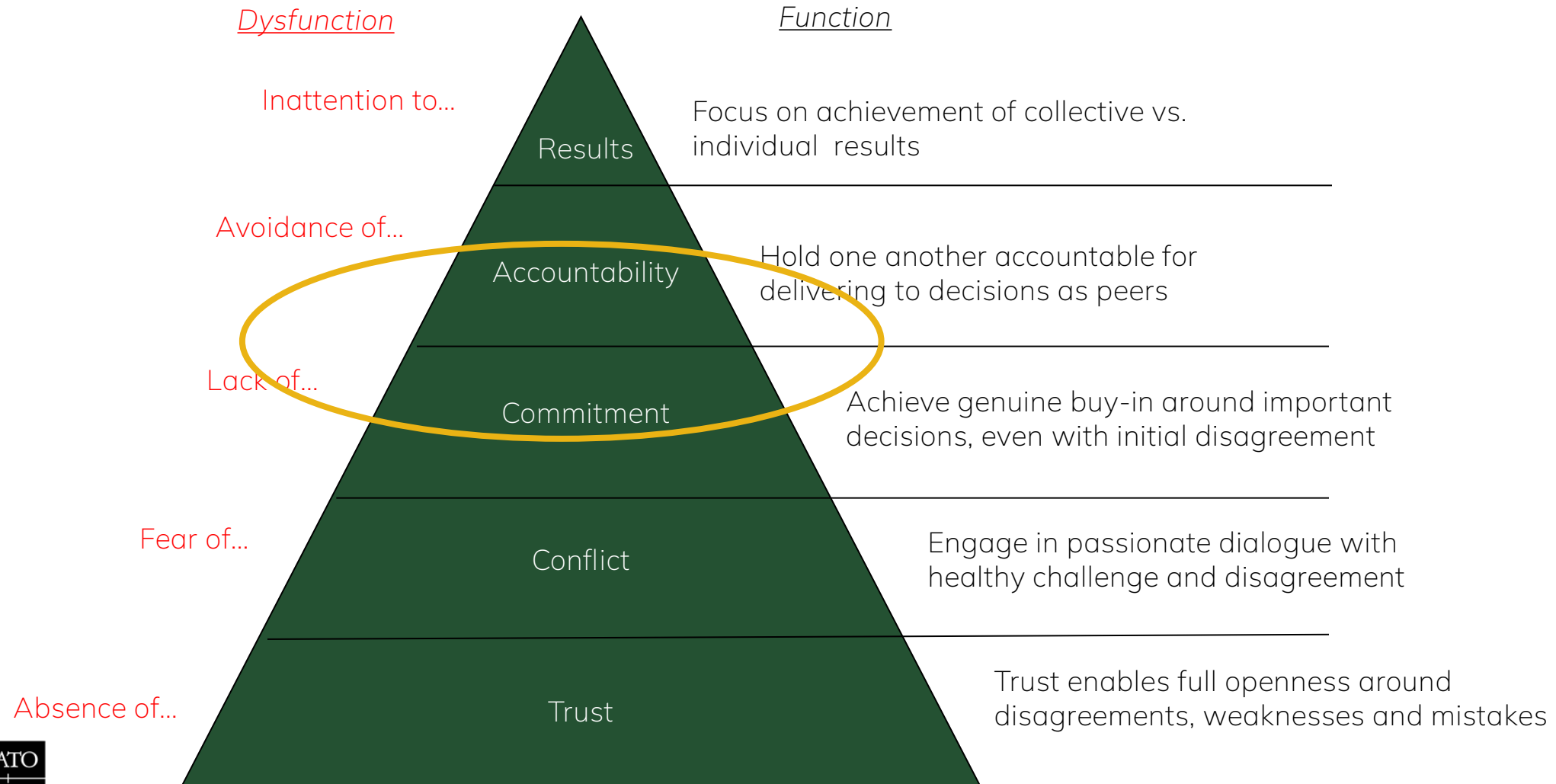
Things that are WITHIN our control!

From our collective learning, what ideas do you now have for change / improving efficacy / ways of working?

Collective Brilliance 6 Questions

1. What's the idea or problem to be solved?
2. What's important about that right now?
3. What difference will it make?
4. Who needs to be involved?
5. What might get in the way and how will we get round that?
6. What's our first step?

Patrick Lencioni's 5 dysfunctions of a team



Commitment & Accountability

Commitment

Achieve genuine buy-in around important decisions, even with initial disagreement

Buy In

'Disagree & commit'

- NOT consensus
- Free from fear to challenge
- Agree with the best idea
- Have ideas heard

Clarity

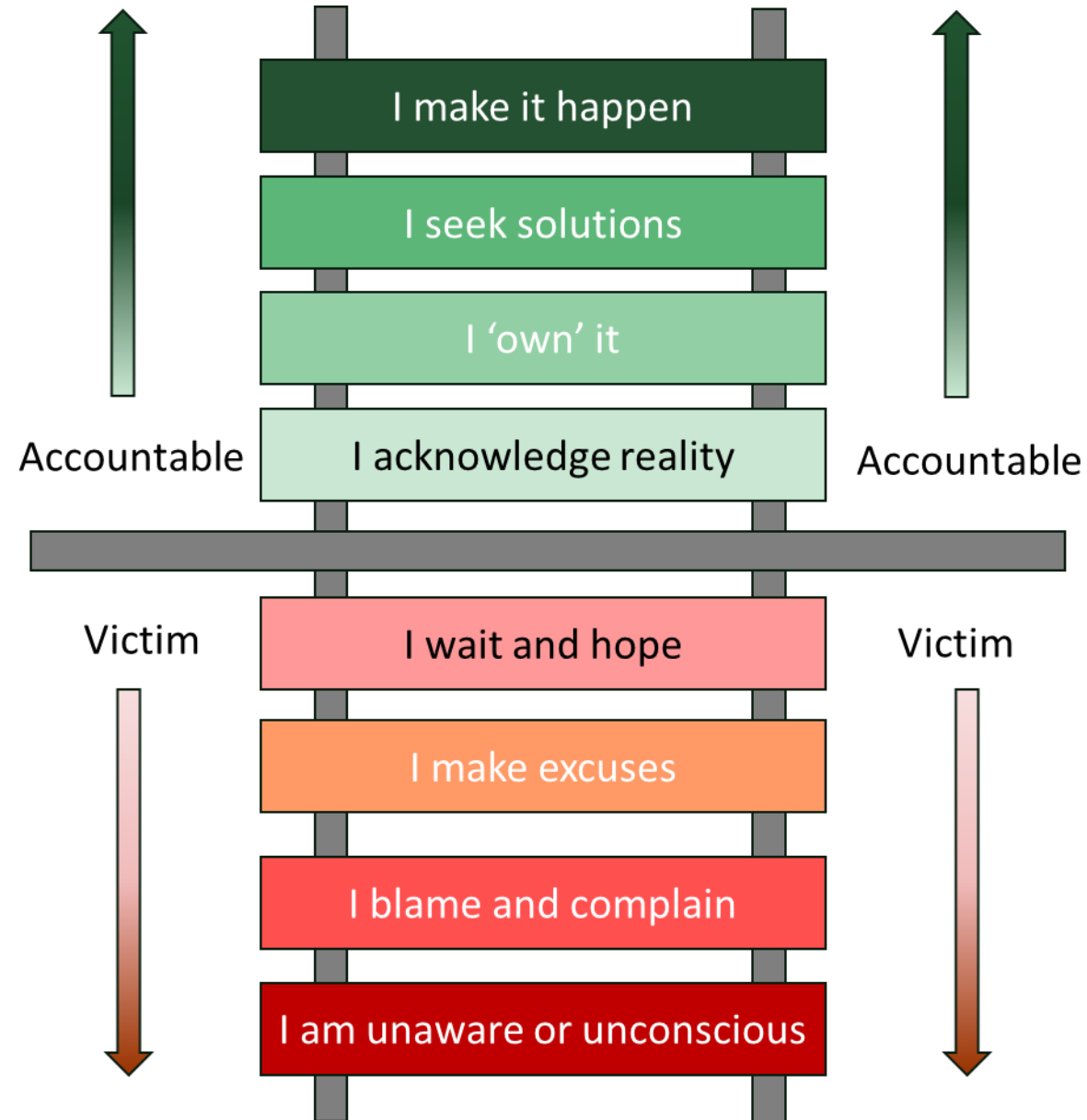
- Clarity & alignment on a decision to avoid assumptions (different maps)
- Commitment clarification
- Communication cascade

Accountability

Hold one another accountable for delivering to decisions as peers



Accountability Ladder



Team Effectiveness

Completing the DIPs

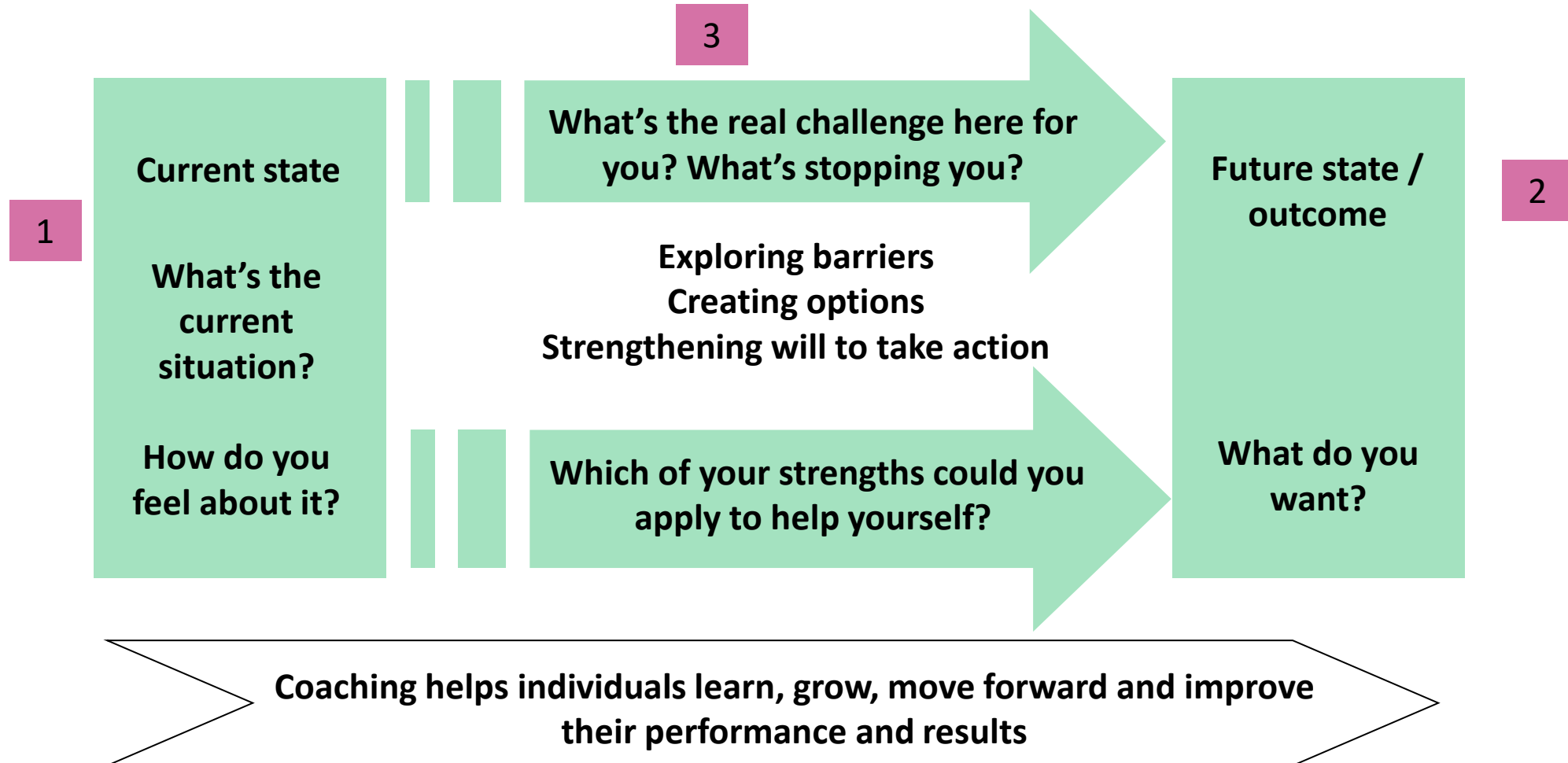
BEHAVIOUR (FROM)	BEHAVIOUR (TO)	WHY?	WHO?	HOW? ..and when
Not understanding or trusting each other as much as we could.....				
Being misaligned or unfocussed on Vision, Mission & strategy.....				
Lack of consistent understanding roles & responsibilities, procedures & standards.....				
Not being agile nor adaptive enough				
What else?				



Lunch

Buddy Pairs coaching

The Coaching Space



A coaching conversation is about helping someone move forward and is essentially made up of these questions and exploration of their answers

10 great coaching questions

1. What is the issue? / What do you want to achieve? What will be the long-term result of achieving this ?
2. What's important about that outcome / goal? Why is it important now?
3. When you achieve this, what will be the benefit for you?
4. What's the real challenge here for you?
5. What are your options / What have you already tried?
6. What resources are you going to need and where would you get these resources from?
7. What could get in the way and how will you overcome that?
8. What support do you need and where will you get that from?
9. If someone else you know was facing this issue, what would you tell them to do?
10. What first step will you take and when will you take it?

Task

In buddy pairs: coaching conversations / coaching walks

Coach each other for 30 mins:

Select an outcome related to the actions or changes you want to make to support the team in the future



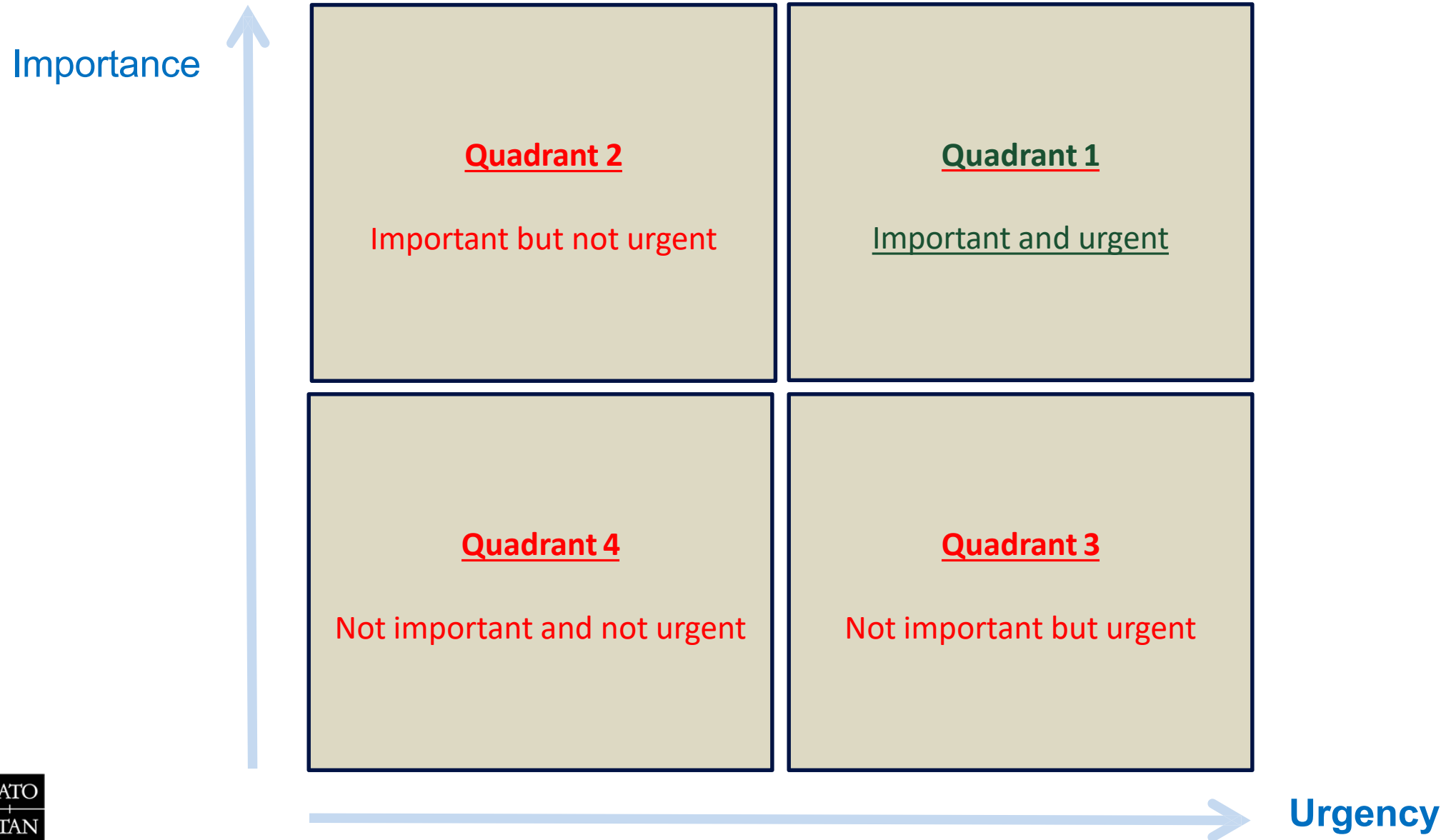
Bringing it all together

Review of learning

Gallery walk

ENVELOPES BACK

Where do I spend my time?



How are you personally feeling today?

1. Insightful or higher

10%

2. Creative

10%

3. Optimistic

10%

4. Appreciative

10%

5. Understanding

10%

6. Curious

10%

7. Frustrated

10%

8. Irritated

10%

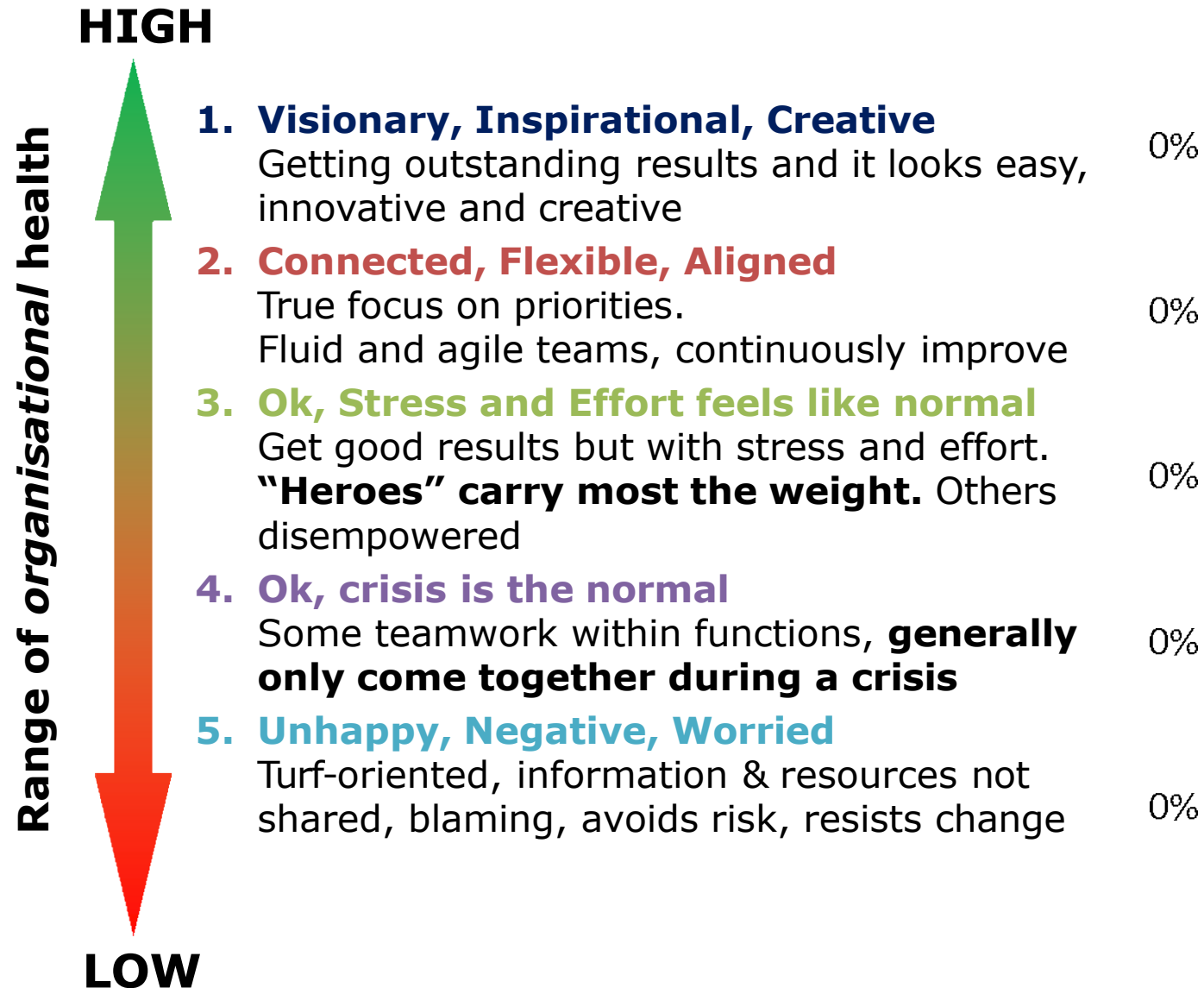
9. Defensive

10%

10. Judgmental or lower

10%

How does the master training team “feel”?



Commitment scale

What is your level of commitment to the future you have described & developed collectively?

Check Out

Learning takeaways

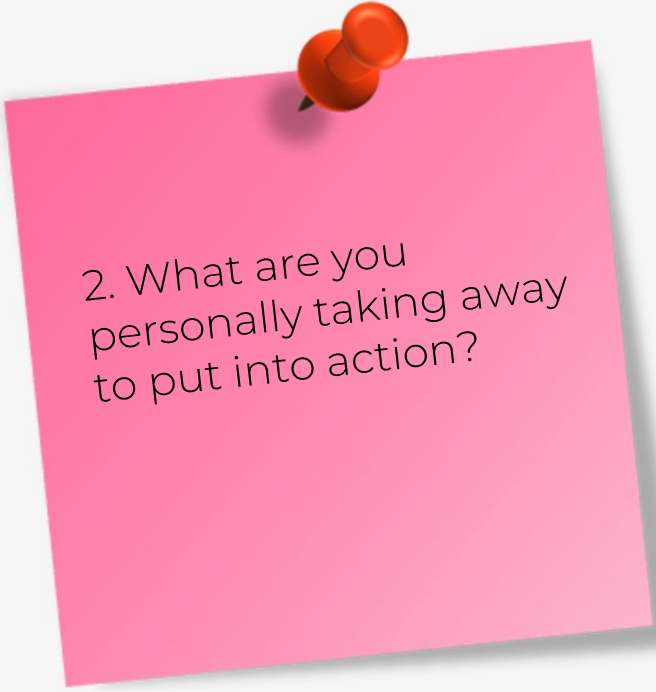


Check out: 2 postits:

Public Statements: Appreciations & Commitments



1. What have you most appreciated about the last 3 days?



2. What are you personally taking away to put into action?

Appreciations

A serene sunset scene over a body of water. In the foreground, a small wooden boat with two oars is visible. The sky is filled with soft, colorful clouds in shades of purple, pink, and orange. The water reflects the colors of the sky. A quote is overlaid on the image in a semi-transparent box.

Appreciation is a wonderful thing: It makes what is excellent in others belong to us as well.

Voltaire

quote fancy