

UNCAP Master Facilitator Team



**United
Nations**



UNITED NATIONS
CAISR ACADEMY FOR
PEACE OPERATIONS



DAY 3 - 23rd Aug 24



**NATO Communications
and Information Academy**



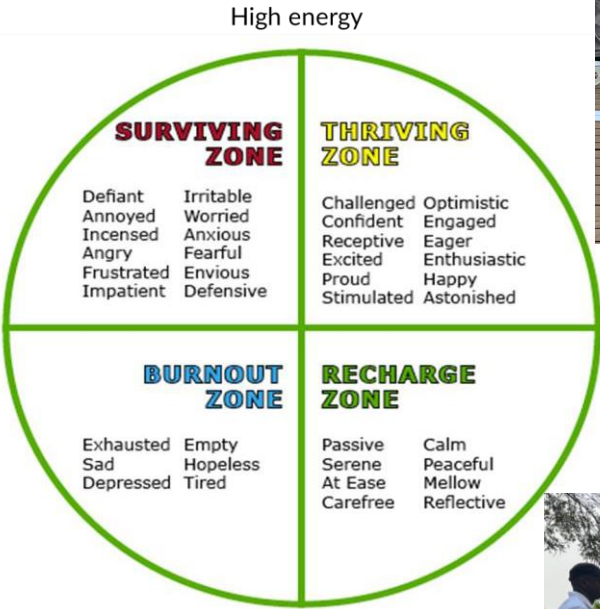
Emotions in Action



- ve emotion



+ve emotion



Check in – Mindful reflection: Centering

A grounding practice

Centering

Grounded with feet shoulder width apart

Focus on your:

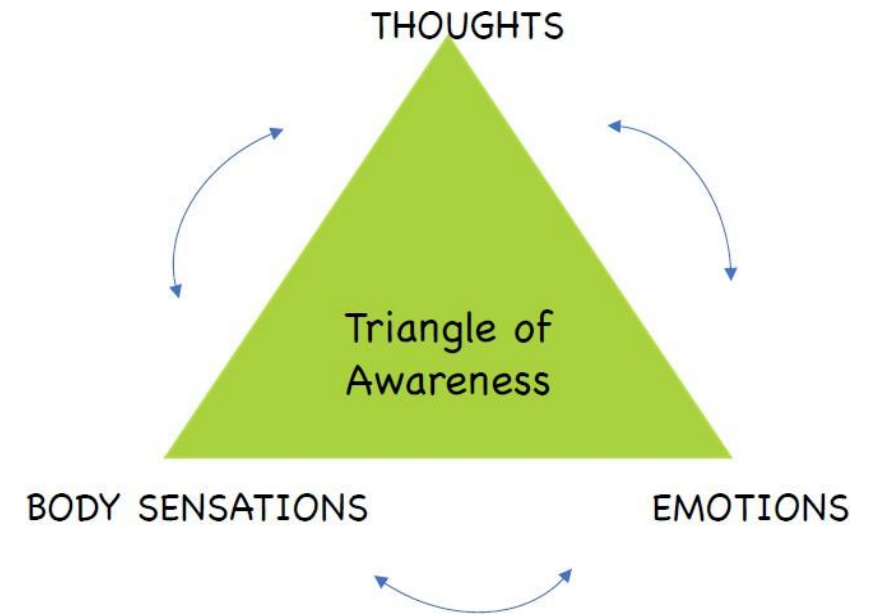
Length – pulling up to your full height (your dignity)

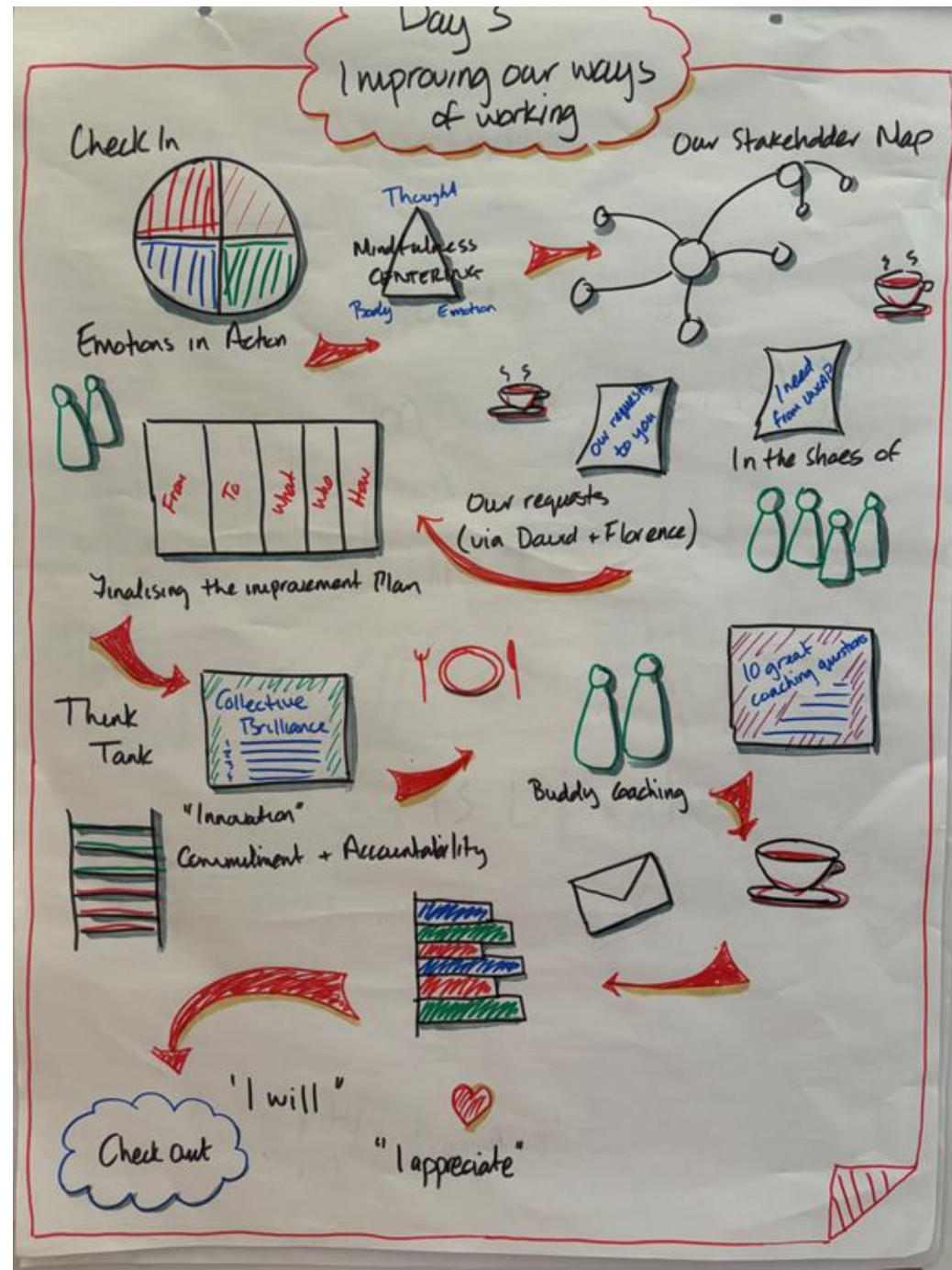
Width – side to side (the space you inhabit in the world)

Front to back - find your breath – find your heartbeat

Imagine all those who have shaped you at your back

Finish with setting an intention for the day

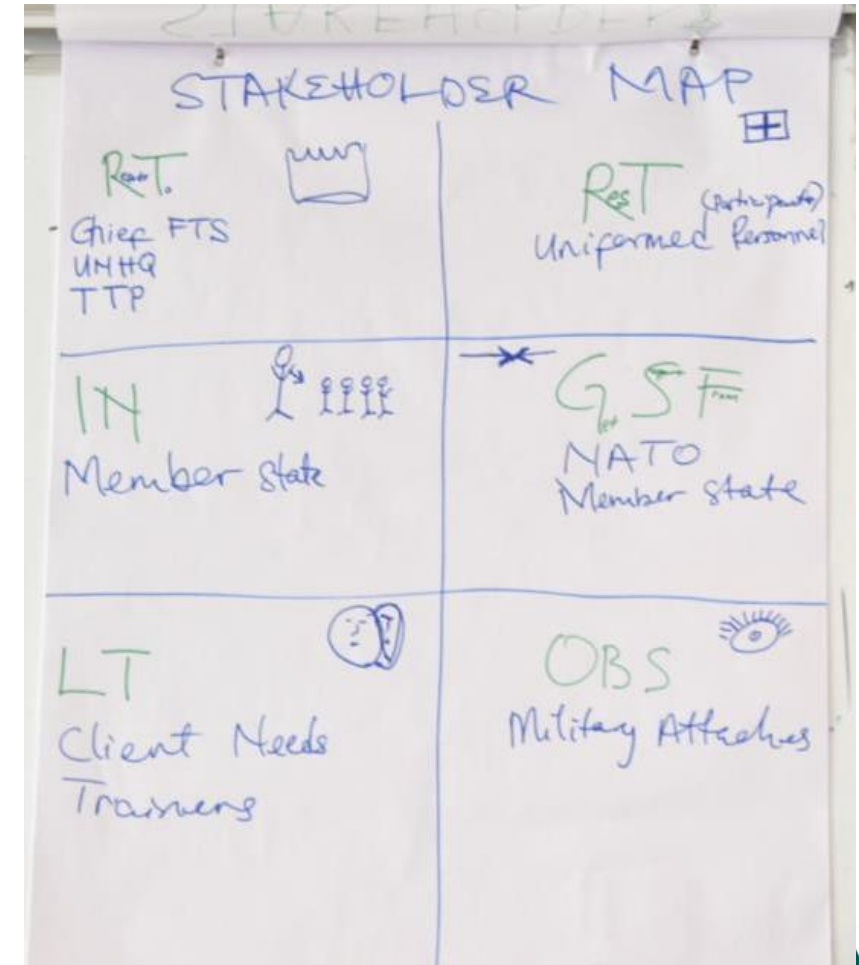
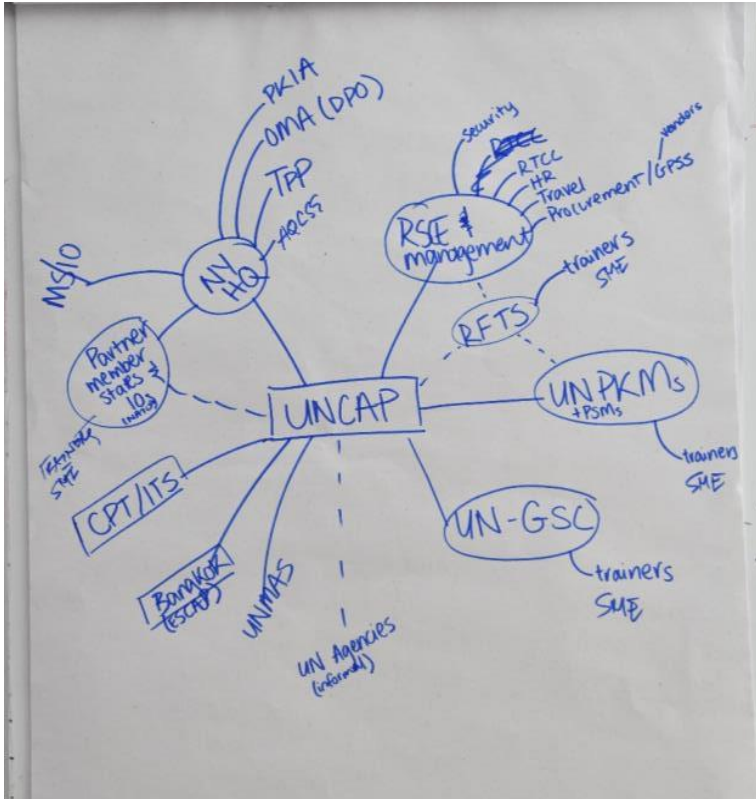




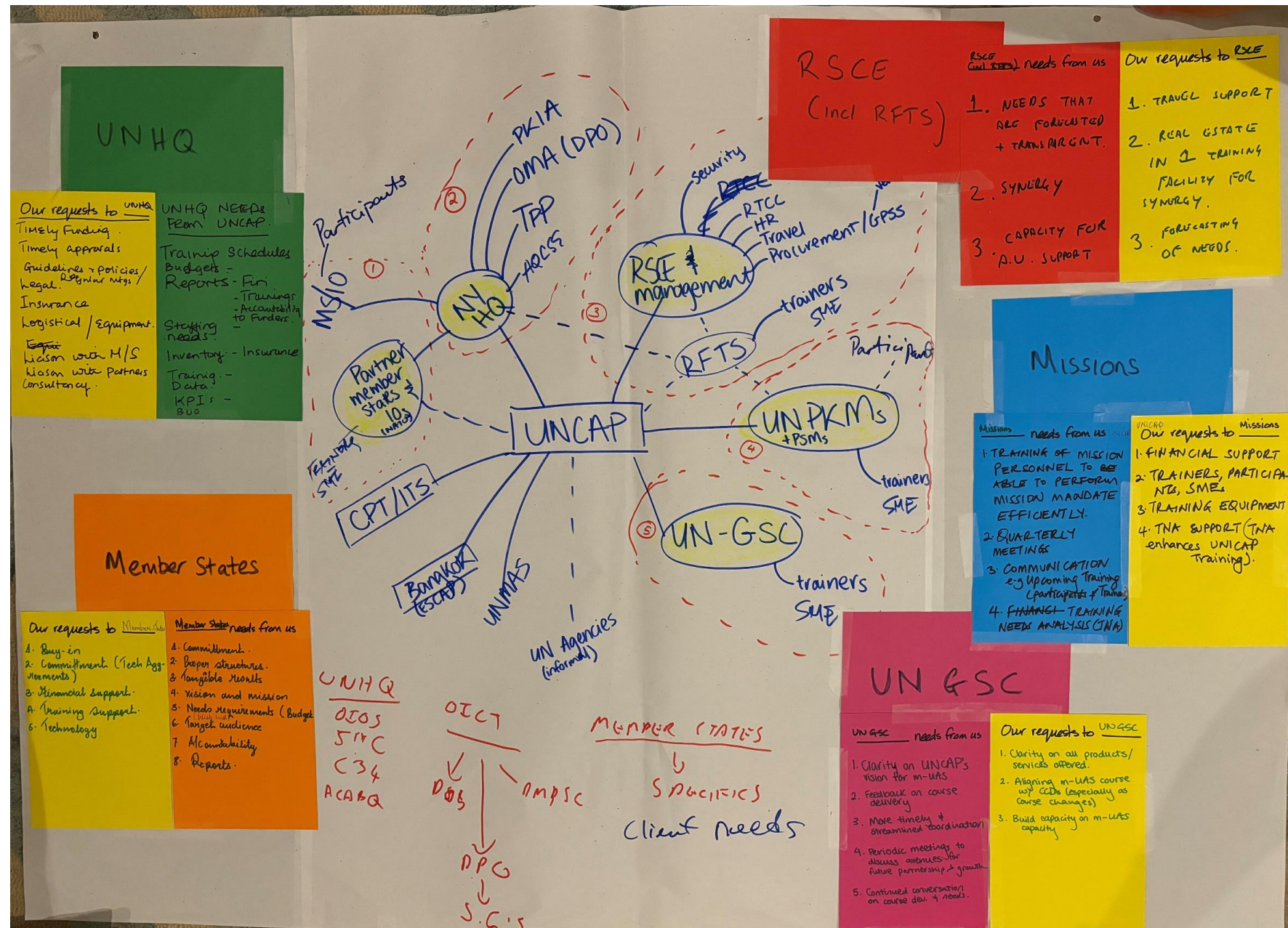
UNCAP stakeholder maps

What bodies or key individuals do you / are you:

- report to
- influence
- listen to
- get support from
- respond to
- observed by



In the shoes of....



Collective Brilliance: Taking the learning forward for UNCAP

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?

TEMPLATES/SOPS/CCDs

PROBLEM

- inconsistent / unclear standards & procedures + implementation
- finalization of documents / consistent clarity of importance + approval

Importance

- streamlining, efficiency, consistency, clarity of processes

Difference

- accountability
- higher quality
- better use of time
- standardization → scalability of program

Steps

- ① Set up working groups
 - NOC
 - MUAS
 - SOPS
- ② 1-1s w/ relevant "SMEs" on team

WHO

- ① Victoria - drafting, writing, coordinating (?)
- ② teammates (Penny, Diane, Patricia, Aaron)
 - review SOPS relevant to your domain of work
- ③ Florence & Emmanuel + higher (unna)
 - approval process

OBSTACLES

- ① Lack of understanding
 - Review value/importance
- ② Politics / interest
 - inherent in peace & security
- ③ time / care
- ④ lack of support

REPORTING

1. TIMELINESS
 - TYPED
 - LENGTH
 - FORMAT
 - TARGETED AUDIENCE

of REPORT
2. CRITICAL → LIFELINE - MONEY - M.S
 - TRUST + ENGAGEMENT OF LEAD DEPARTMENTS
3. BETTER REPORTS
 - SHOW PROGRESS → BETTER REPORTING
 - MORE ACCOUNTABILITY. LESS STRESS
4. UNCAP "TEAM." SPECIALISED
5. UNPREDICTABLE REQUESTS ALWAYS THERE
 - BUT → SHARE DRIVE DUMMIES 101
 - CREATE A DEFINITIVE SERIES OF TOPICS/FIGURES/FACTS
6. TO HOLD "A KICK OFF" MEETING
 - i. UNCAP TEAM. ii. UNCAP TRAINERS.

STAKEHOLDER MANAGEMENT SYNERGY

Importance

- Better Planning / forecasting
- Coordination / Cooperation
- Improved Communication
- Resource Management
- Budgeting

Differences

- Improved team alignment
- Better funding streams

Involved

UNHQ RSCE
MS
UNGSC Missions

Obstacles

First Step

- Proactive engagement with MS
- Distribution of UNCAP calendar

1. > Information Flow Process

2. > fc. align info / knowledge from both ends

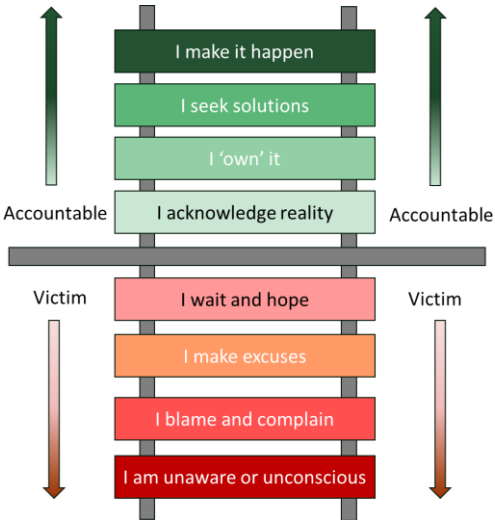
3. > Transparency that will encourage openness (individuals)

4. > NY & UNGAP ^{govt team (EPR)} + D24r

5. > Time difference / Workload

6. > 1st step = drafting of flow & guidelines

Commitment & Accountability



Our final Development Improvement Plans

See separate document on portal

The Promised Land (ongoing work)

BEHAVIOUR (FROM)	BEHAVIOUR (TO)	WHY?	WHO?	HOW? ..and when
1 Not understanding or trusting each other as much as we could..... Being misaligned or unfocused on Vision, Mission & strategy..... Lack of consistent understanding roles & responsibilities, procedures & standards..... Not being agile nor adaptive enough	- Inclusion - Better understanding / trust in the team - Large space for open dialogue - Better clarity - Alignment in vision, strategy & understanding - Consistent understanding of roles, responsibilities, procedures & standards - Improve communication - Being adaptive - Deal with challenges and crises as they arise	- Inclusion - Consistent understanding of roles, responsibilities, procedures & standards - Improve communication - Being adaptive - Deal with challenges and crises as they arise	- Inclusion - Consistent understanding of roles, responsibilities, procedures & standards - Improve communication - Being adaptive - Deal with challenges and crises as they arise	- Inclusion - Consistent understanding of roles, responsibilities, procedures & standards - Improve communication - Being adaptive - Deal with challenges and crises as they arise

What else?

(VB's)

BEHAVIOUR (FROM)	BEHAVIOUR (TO)	WHY?	WHO?	HOW? ..and when
1 Lack of a consolidated report that addresses all the different stakeholders	- Long-term communication among team members - Long-term and openess	- Inclusion - Consistent understanding of roles, responsibilities, procedures & standards - Improve communication - Being adaptive - Deal with challenges and crises as they arise	- Inclusion - Consistent understanding of roles, responsibilities, procedures & standards - Improve communication - Being adaptive - Deal with challenges and crises as they arise	- Inclusion - Consistent understanding of roles, responsibilities, procedures & standards - Improve communication - Being adaptive - Deal with challenges and crises as they arise

1 Synergy between the different stakeholders

2 Exchange programmes with other training institutions to grow capacity and expertise

3 Continuous skills training (certification)

4 To grow the Academy into a leading body (offer internationally)

5 Future capacity of UNCAF to increase

6 Annual team Building (Bigger group)

Team REDES.

BEHAVIOUR (FROM)	BEHAVIOUR (TO)	WHY?	WHO?	HOW? ..and when
1 Not understanding or trusting each other as much as we could..... Being misaligned or unfocused on Vision, Mission & strategy..... Lack of consistent understanding roles & responsibilities, procedures & standards..... Not being agile nor adaptive enough	- Establish clear channels of communication - Improve trust - Not clear - Aligning every member of the team, internal and external team members to the Vision, Mission & Strategy by creating and implementing a Communication Strategy - Each everybody understands their respective roles, responsibilities, procedures & standards - Align goals & responsibilities to individual - Consistent everybody being agile and adaptive enough - Flexible / adapt - Need clear KPI's	- Improved Trust - Not clear - Aligning every member of the team, internal and external team members to the Vision, Mission & Strategy by creating and implementing a Communication Strategy - Each everybody understands their respective roles, responsibilities, procedures & standards - Align goals & responsibilities to individual - Consistent everybody being agile and adaptive enough - Flexible / adapt - Need clear KPI's	- Inclusion - Consistent understanding of roles, responsibilities, procedures & standards - Improve communication - Being adaptive - Deal with challenges and crises as they arise	- Inclusion - Consistent understanding of roles, responsibilities, procedures & standards - Improve communication - Being adaptive - Deal with challenges and crises as they arise

What else?

1 Lack of a consolidated report that addresses all the different stakeholders

2 No clear

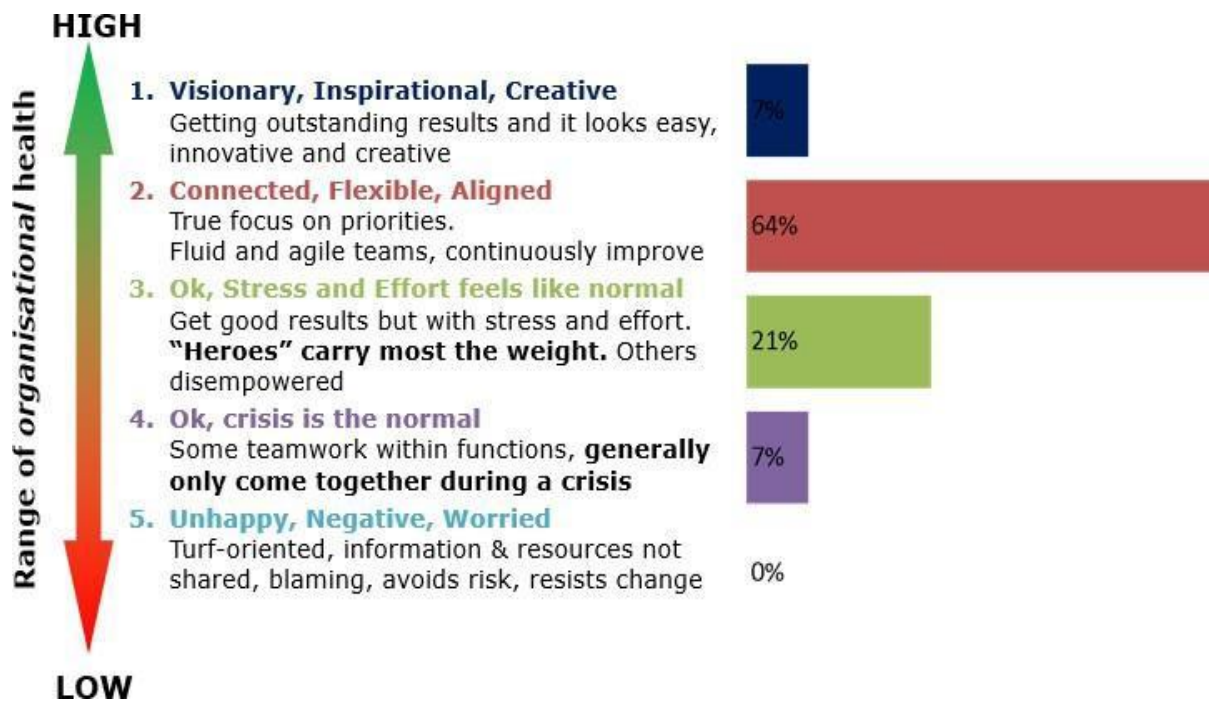
10 great coaching questions – 2nd buddy session

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?

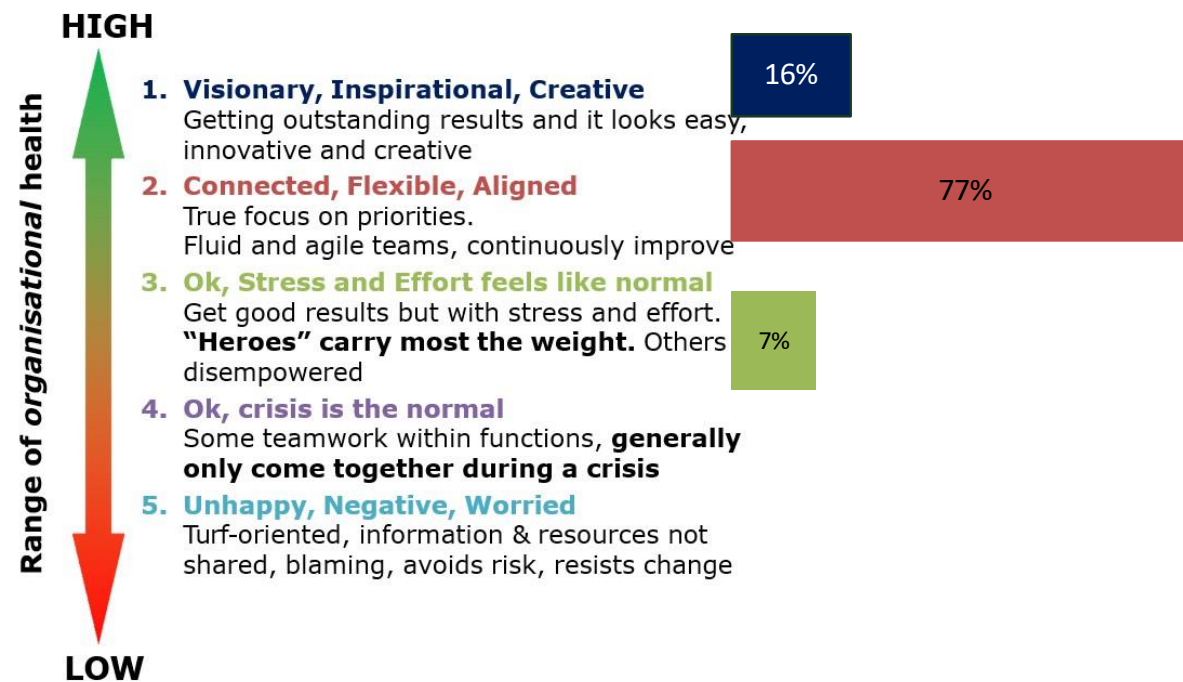


How do you feel about the team at the end of these 3 days?

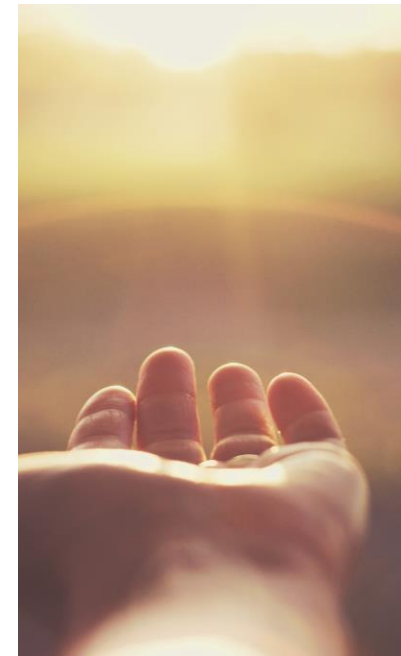
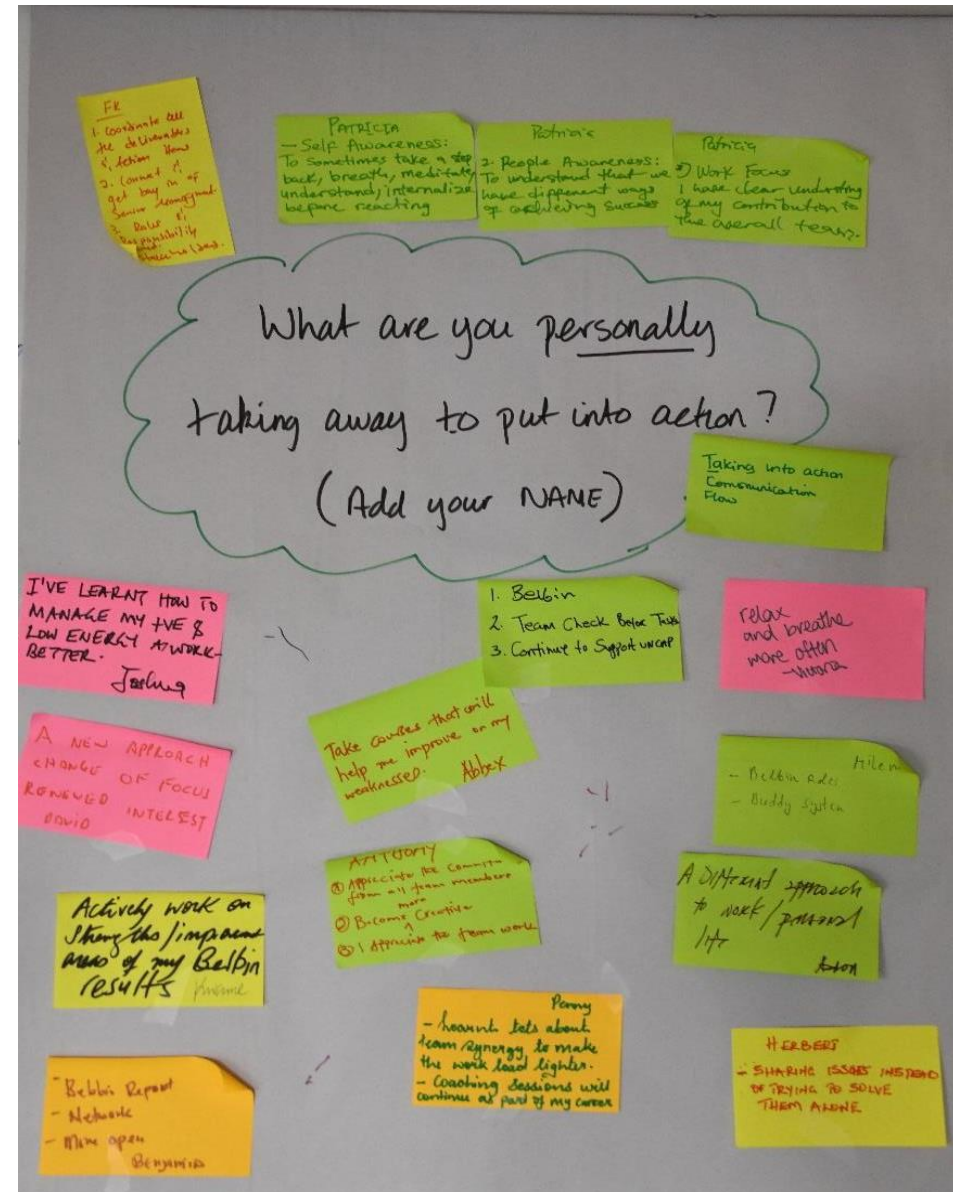
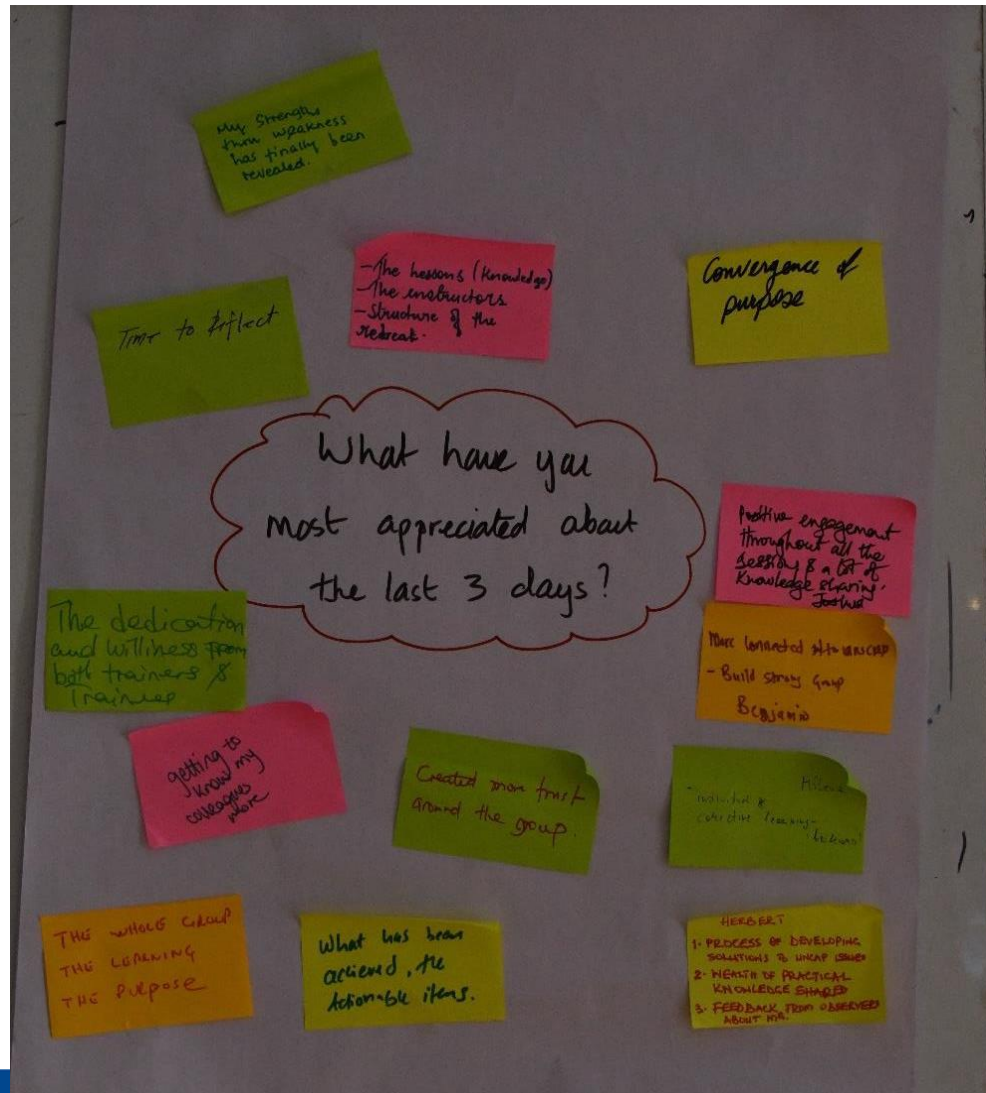
How we started



Where we are now



Check out: Appreciations & Commitments



Appreciations

A serene sunset scene over a body of water. In the foreground, a small wooden boat is moored, its reflection visible in the calm water. The sky is a mix of soft pinks, purples, and blues, with scattered clouds. In the distance, some structures are visible on the water. A semi-transparent dark box in the center contains a quote in white text.

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

Voltaire

quote fancy



Promise me you'll always remember:
You're braver than you believe, stronger
than you seem, and smarter
than you think



