

UNCAP Master Facilitator Team



**United
Nations**



UNITED NATIONS
CAISR ACADEMY FOR
PEACE OPERATIONS

Team Development Programme

21st – 23rd Aug 24

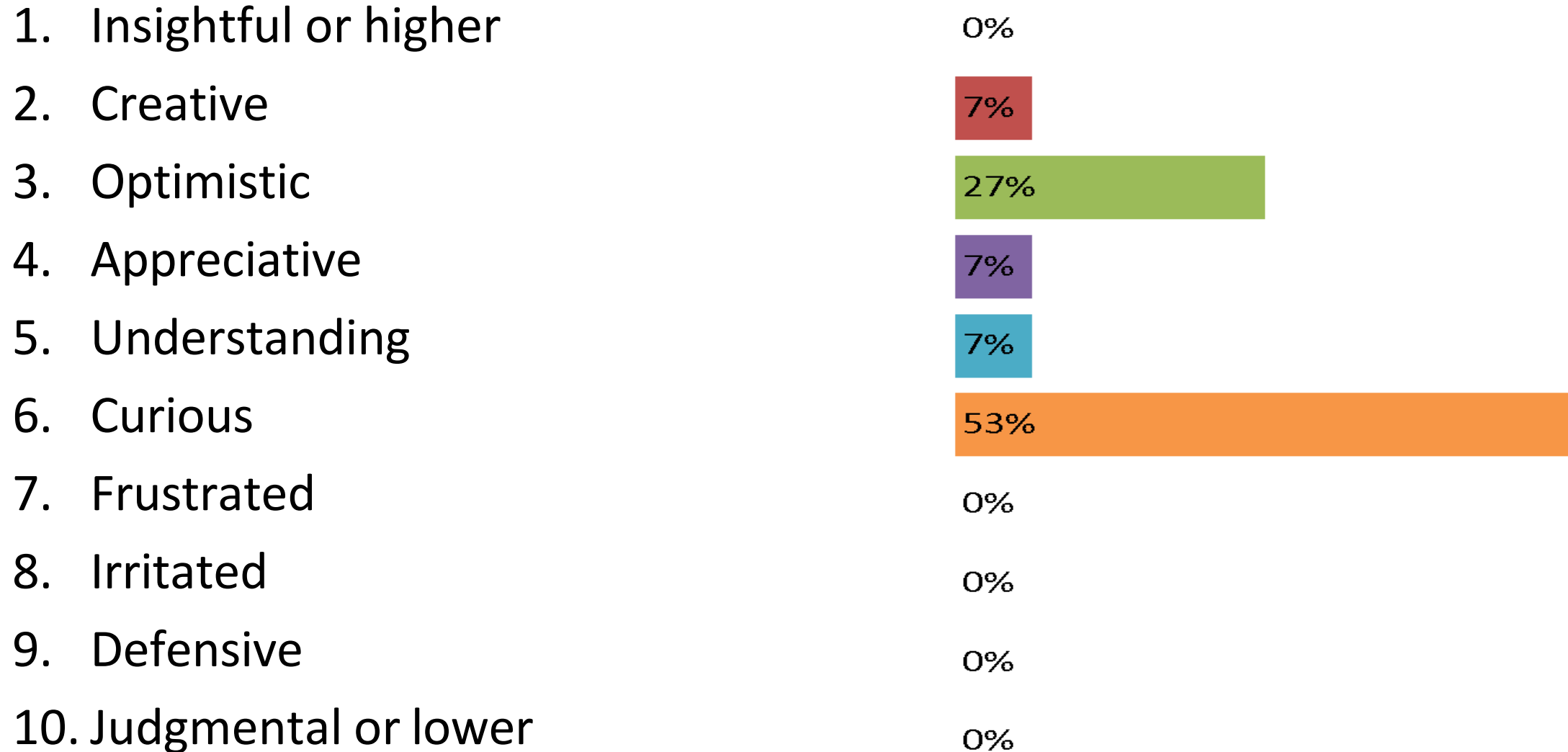


Check In: Select a card that you are attracted to that says something about how you feel as you arrive today

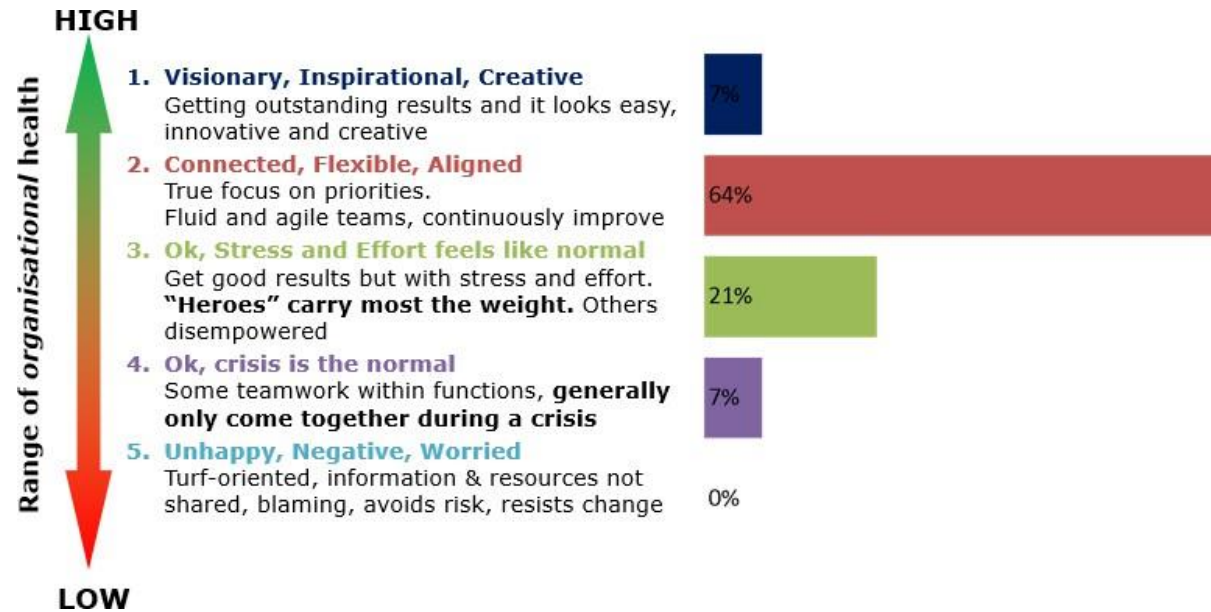




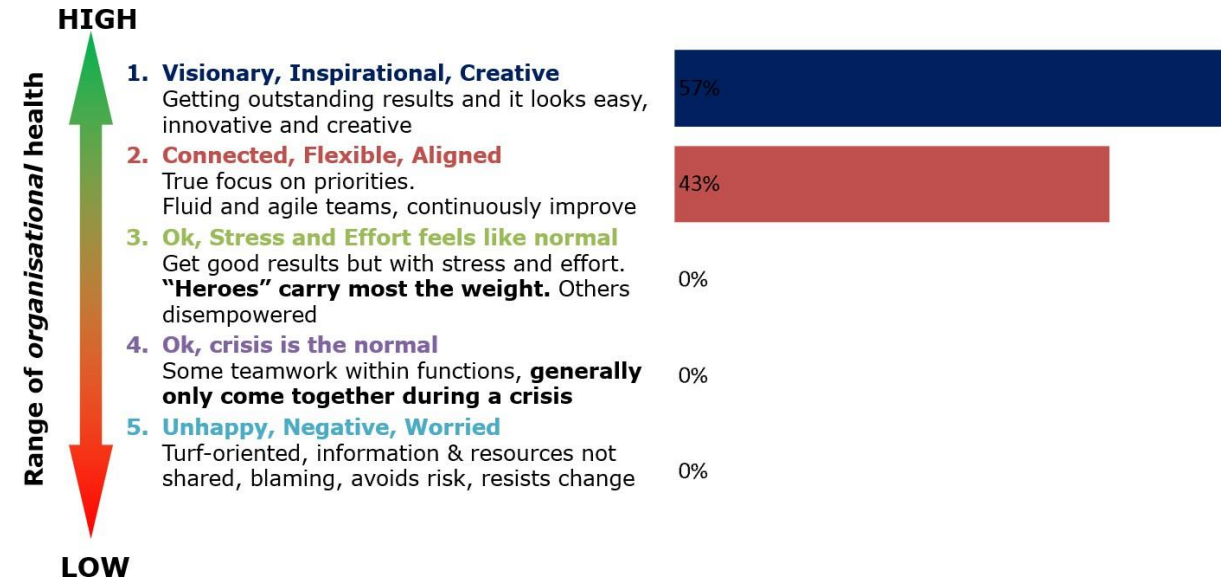
How are you personally feeling today?



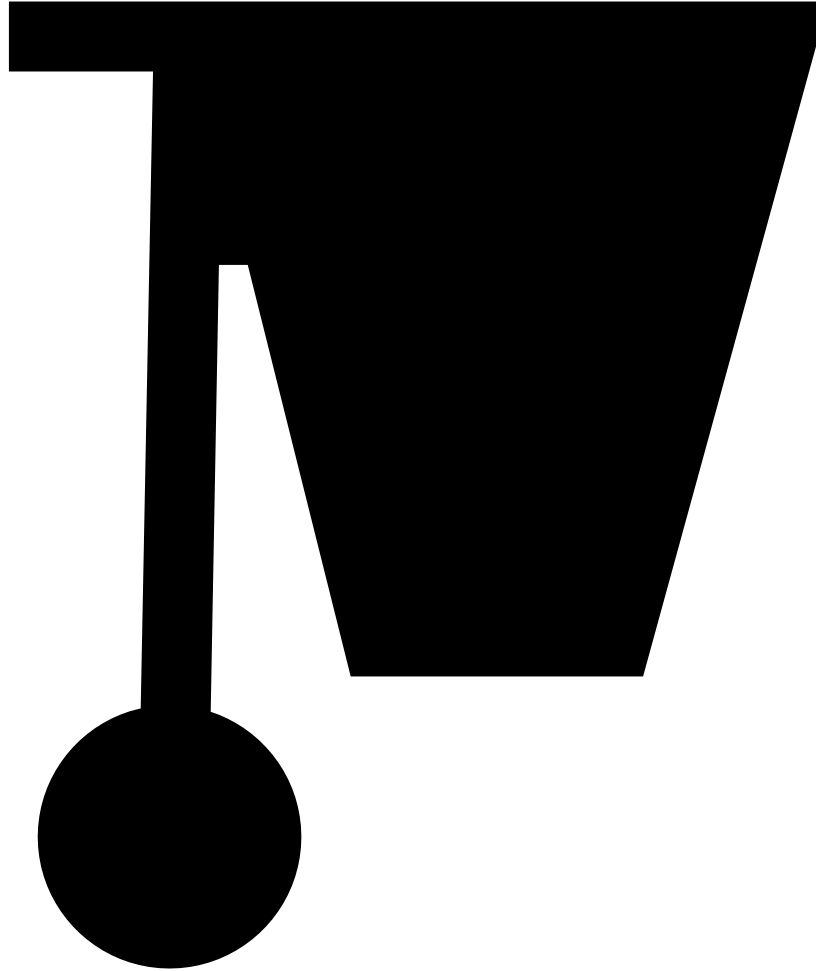
How does the master training team “feel”?



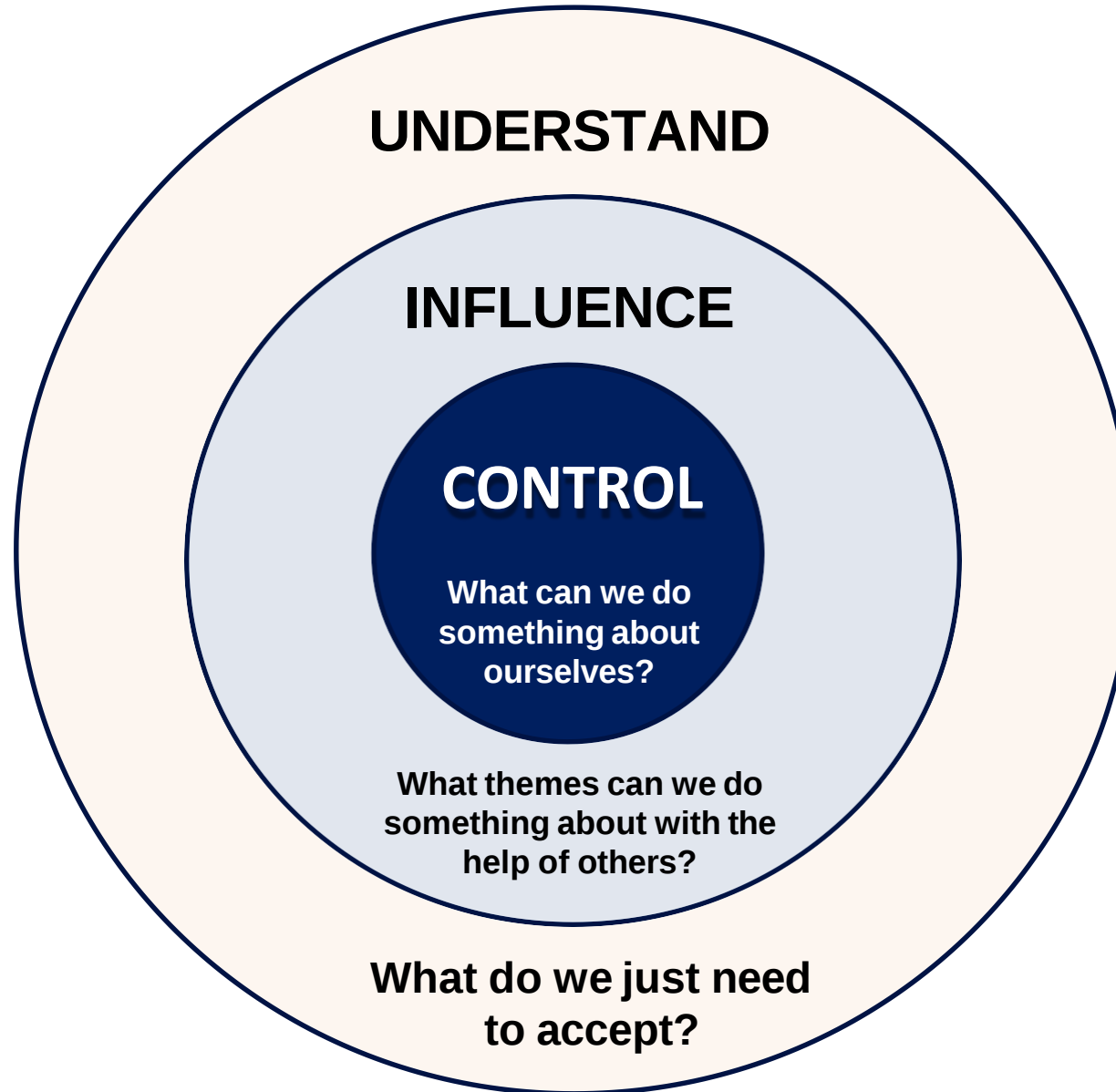
Where do you think the master training team should “feel”?



I am going to show you a silhouette of a new wheelbarrow design



Spheres of Influence



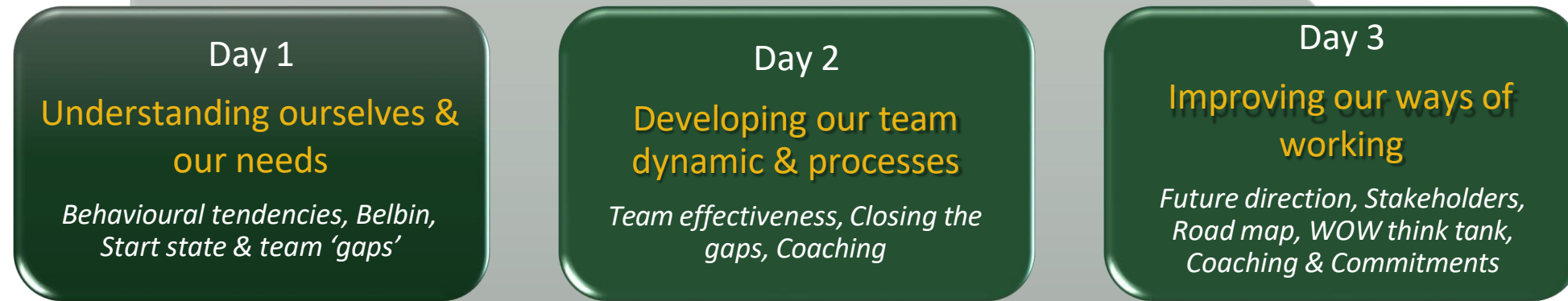
Programme outcomes

1. Improved **team dynamics**:
 - Develop enhanced **team cohesion, communication and trust** across a mixed group of UNCAP working team, UNHQ staff & external facilitators
 - Gain a greater **understanding of self and impact on others**
 - Be able to **deal with everyday challenges and conflicts** when they arise, individually and relationally with others
2. Provide **input to the UNCAP future vision and direction** and have the confidence that this will be acknowledged by senior stakeholder decision makers
3. Gain **clarity on the roles & responsibilities** of the whole master facilitator group
4. Have the opportunity to **innovate around improved ways of working** and improving the enhanced UNCAP operating model at the delivery level

....and create the conditions for psychological safety in the team to enable all the above to happen

Programme overview

21st – 23rd Aug 24



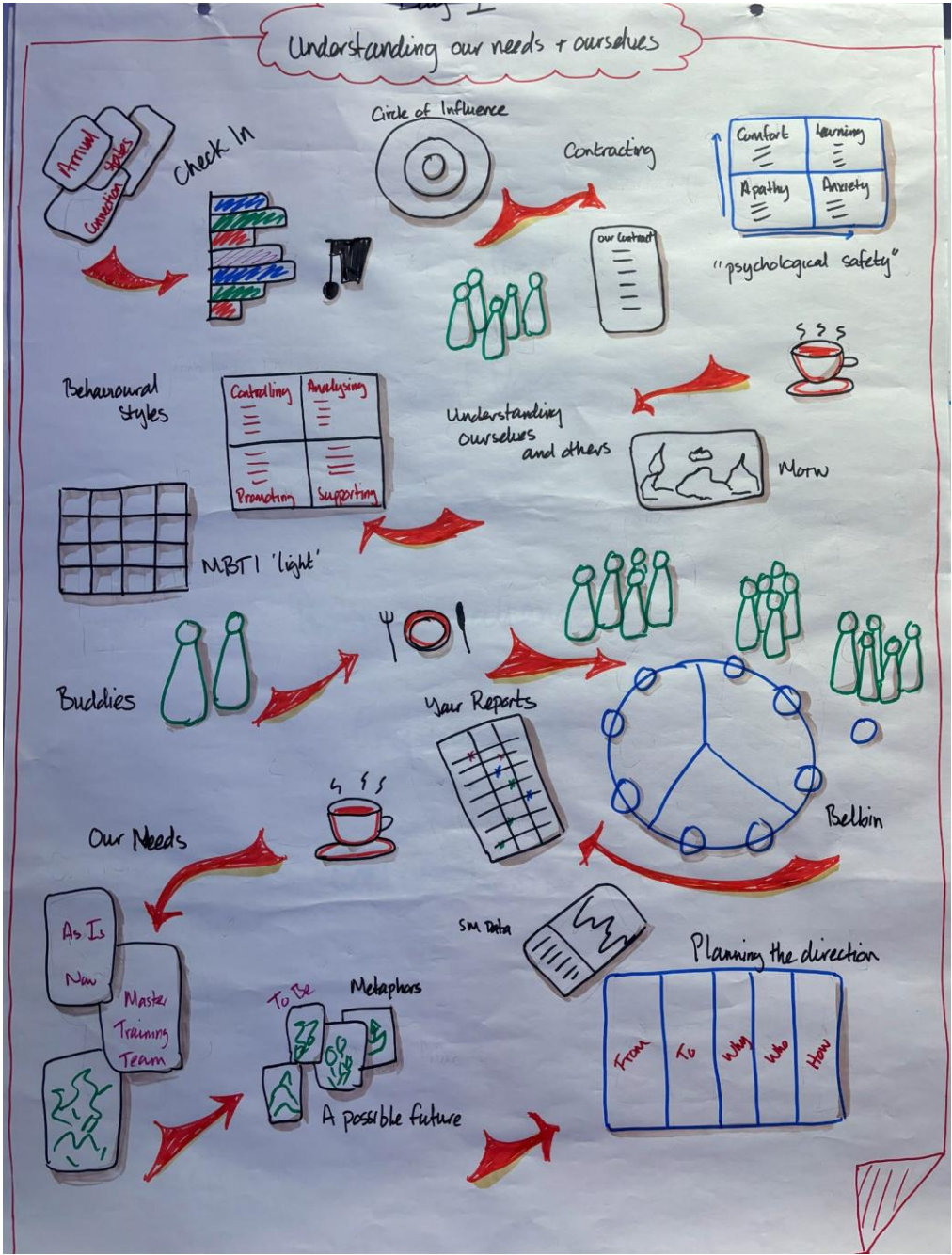
Portal for session resources & supplementary learning:

www.ambito-portal.com

Click UNCAP - Password: T34mw0rk

Your learning ownership:
Notebook 'Journal' for capture & reflection

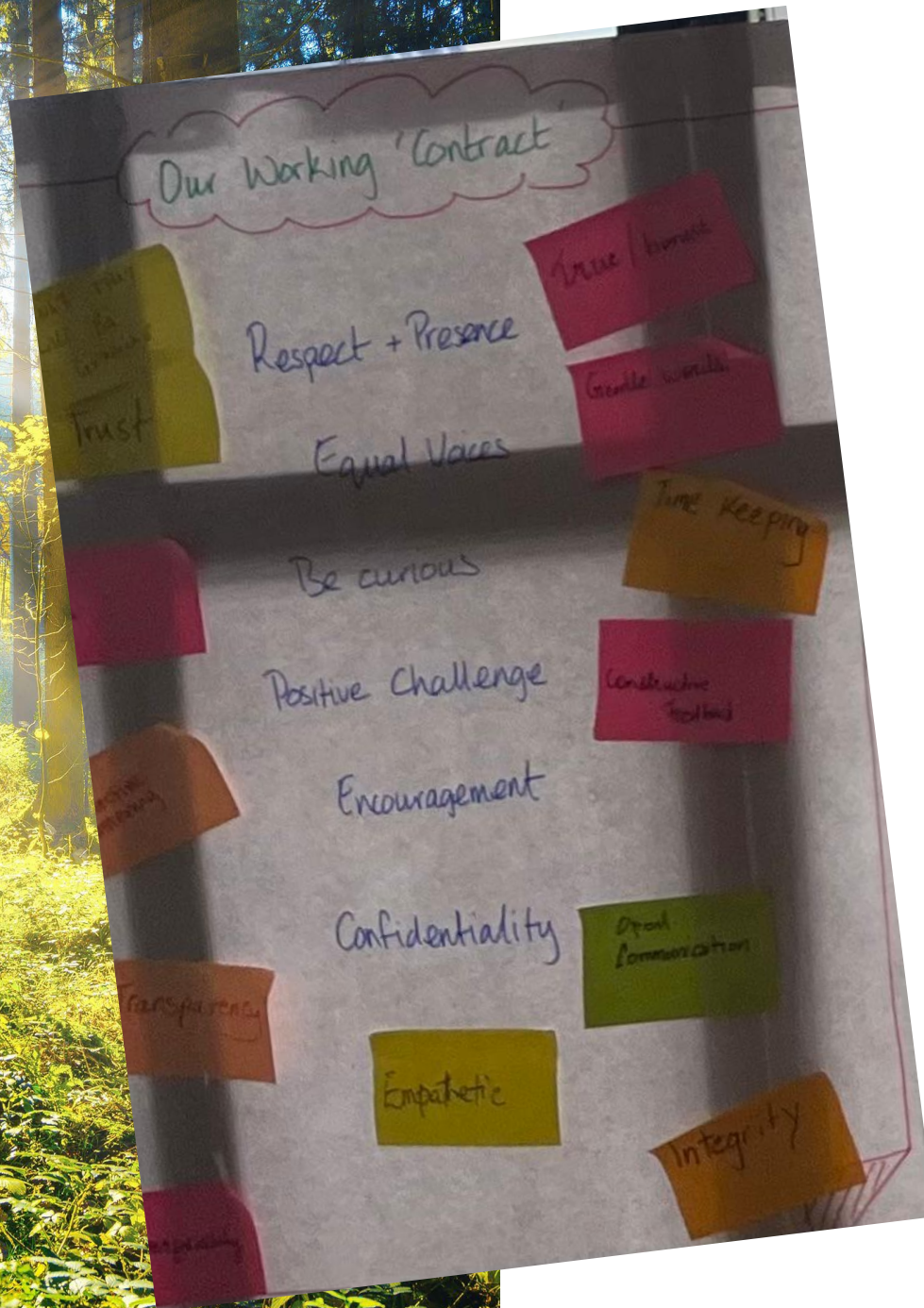
Our day 1 agenda



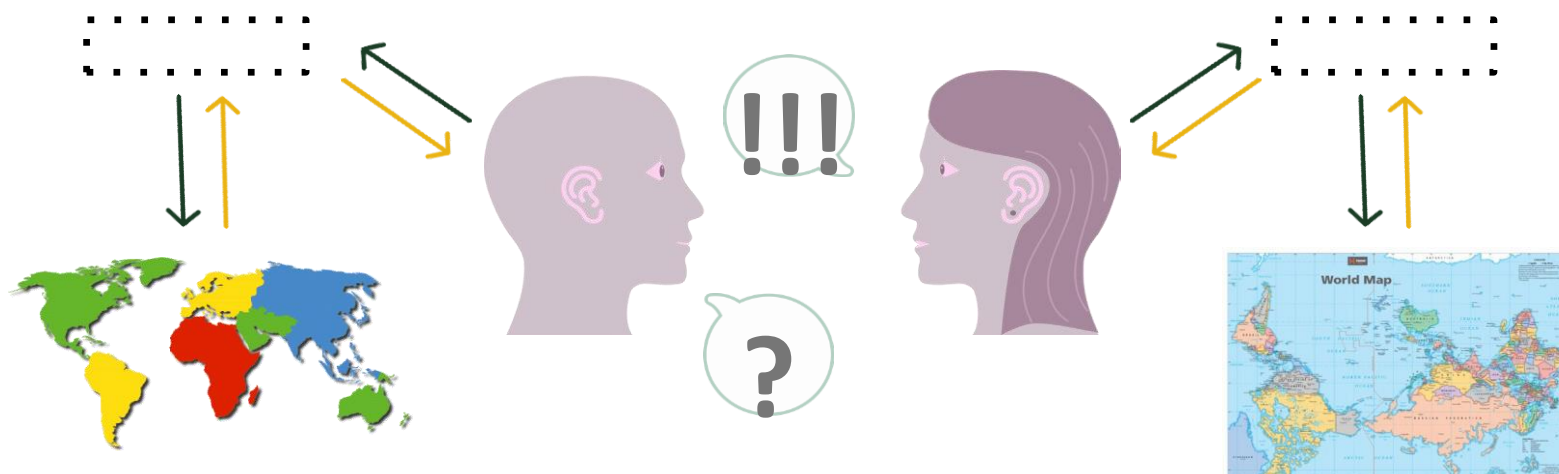
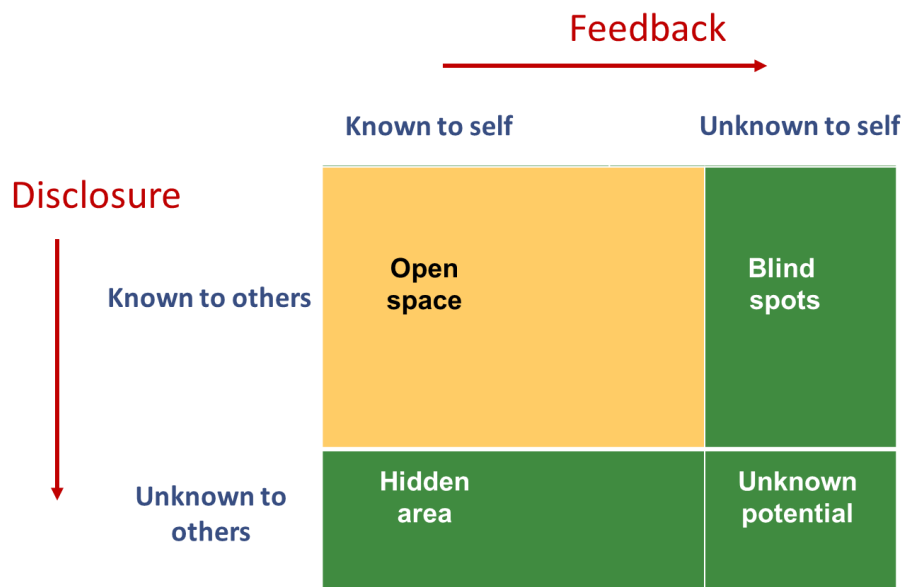
Getting the best from each other today

Our predictors of success for groups & teams

- Give **respect** by being totally **present**
- Everyone's voice is valid and **equal**
- Be **curious**
- **Challenge** with positive intent and **encourage** each other
- **Confidentiality** in the room and only share what you feel comfortable to share



Understanding self & others



Behavioural Tendencies

formal

controlling style

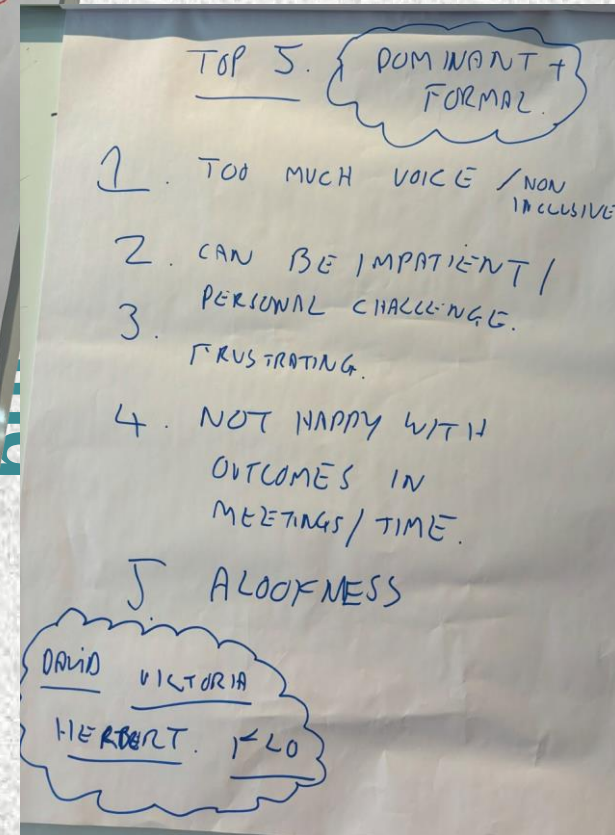
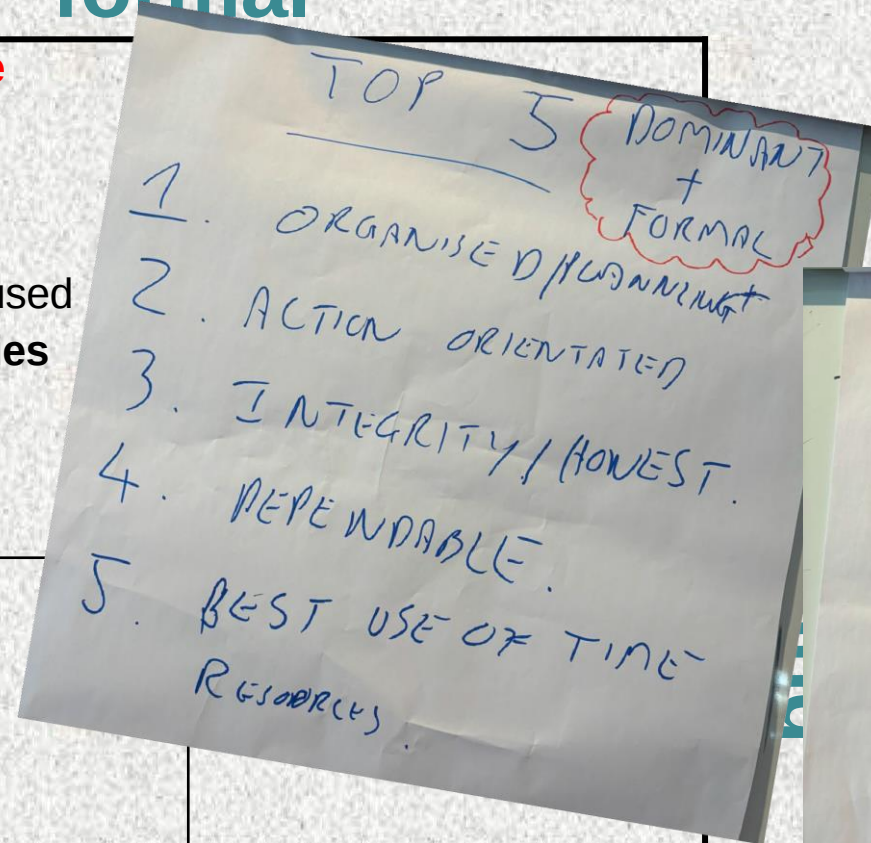
strengths

- takes charge
- decisive
- bottom-line focused

potential liabilities

- impatient
- insensitive
- autocratic

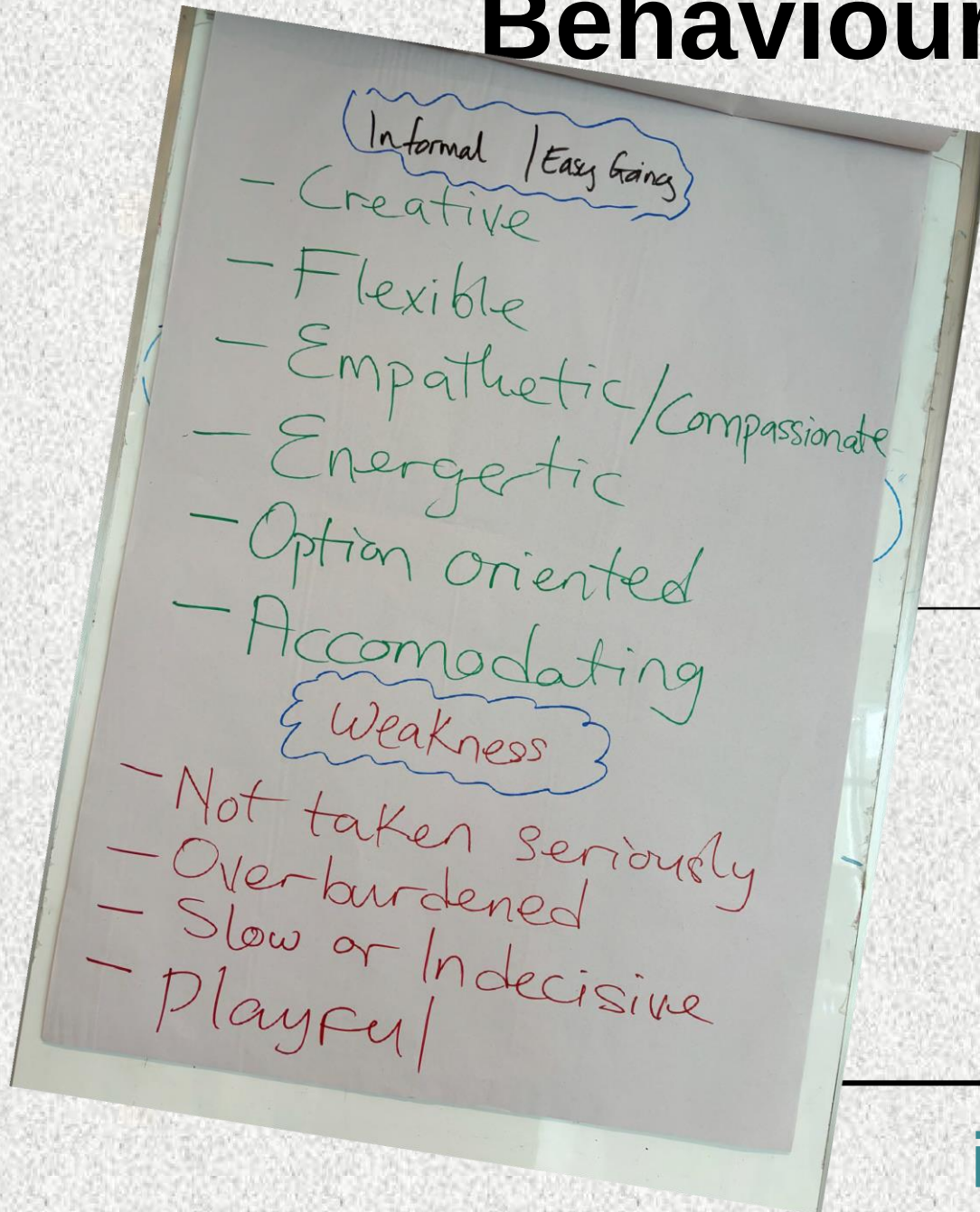
dominant



informal

Behavioural Tendencies

formal



informal

strengths

team player
consensus builder
relationship oriented

potential liabilities

too agreeable
avoids conflict
not assertive enough

supporting style



Behavioural Tendencies

formal

analysing style

strengths

thorough

organised

good planner

potential liabilities

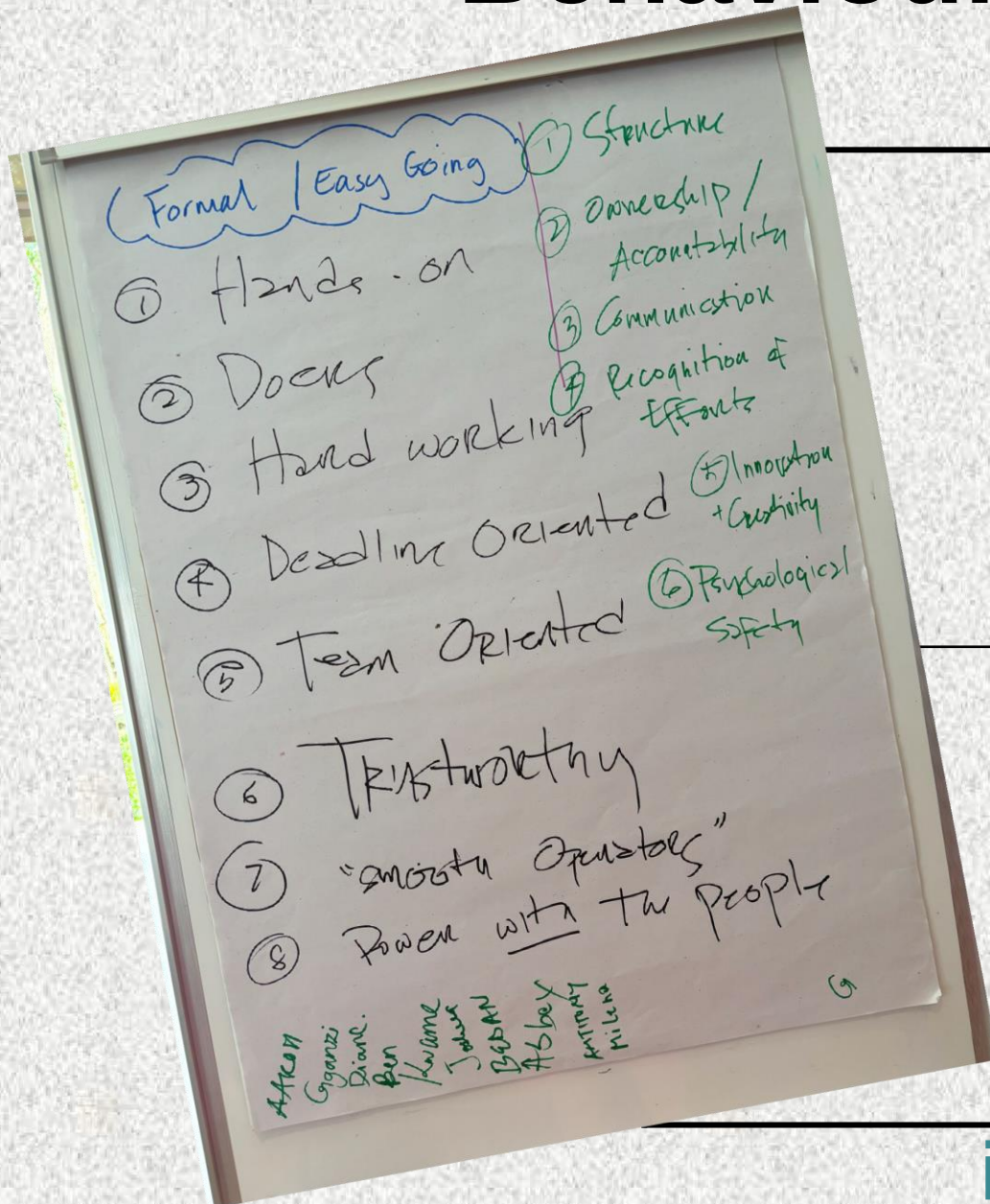
indecisive

too detailed

risk averse

easy

informal



Behavioural Tendencies

		formal	
dominant			
		strengths stimulating inspirational idea generator potential liabilities impulsive poor follow-through poor planning promoting style	
		informal	
		easygoing	

What do they want to know & feel.....?

	KNOW
Controlling	the direction, where to go
Supporting	the impact it will have on people
Promoting	that it will be exciting
Analysing	that it is facts based

	FEEL
Controlling	in charge
Supporting	included
Promoting	inspired
Analysing	certain

MBTI

Possible

Personal

Logical

ENFJ Teacher Aaron Benjamin Patricia Abbey Penny Victoria Bedan	INFJ Adviser Penny Victoria Bedan	INTJ Mastermind Anthony Joshua	ENTJ Field Marshal Florence Herbert
ENFP Champion Second only to ESFPs for fun. Want lives filled with excitement and romance. Very enthusiastic and creative. Often teachers, artists, stars. Great need for diversity and change.	INFP Healer Noble servants aiding society. Different from ESFPs, they try to tackle long term problems. Often psychologists or counselors. Want to save the whales and rainforests.	INTP Architect Deepest analysts of problems to be solved. Often physicists, scientists. Most aloof of types. Critical thinkers.	ENTP Inventor Want one exciting challenge after another. Love to problem solve. Good at analysis, consider themselves full of ingenuity and ideas. Often involved in pilots, systems analysis, design.
ESFP Performer Number one in fun and enthusiasm. Always invite ESFPs to your party. The most generous of all types. Warm, friendly and vibrant people. Excellent at customer service.	ISFP Composer Quietly harmonious with world. Very observing, compassionate and inclined toward work with people in mind. Work to solve problems of the immediate such as homeless, stopping hunger.	ISTP Operator Ready to try anything once. Flushed with the rush of life. Seek excitement. A love of focus and the utility they offer. Inclined toward mechanical devices, can take apart and reassemble anything.	ESTP Promoter Excitement seekers. Never feel more alive then when making friends. Great salespeople. Excellent promotional & entrepreneur capabilities if someone else follows through.
ESFJ Provider Milena Hosts and helps. Graciousness of them excellent coordinating. Many nurses. Very appear	ISFJ Protector A high sense of duty. Upholders of family tradition. Often found in traditional helping professions, including nursing, elementary education etc.	ISTJ Inspector Diane Could be done. Completing practical things. Finishing what is not done people. Organized. Duty bound & obligated, often military.	ESTJ Administrator David Workers, pillars of community. Local leaders. Often in management positions. Dependable, consistent, straight forward.

Present

Programme Buddies



- Benjamin & Kuame
- Anthony & Patricia
- Penny & Aaron
- Herbert & Victoria
- Diane & Abbey
- Bedan & Joshua
- Milena & Florence
- David & Alicia

Scenario: Training session in a crisis area

Situation:

The UN needs to deliver an emergency training session in a crisis area. The planning must be effective due to the tight schedule and the limited resources.

Task:

to agree on a priority list of **eight** *must do tasks* to perform in order to deliver an emergency training session in a crisis area.

Team A

Abbey
Anthony
Diane
Milena
Benjamin

Team B

Aaron
Victoria
Kwame
Florence
Bedan

Team C

David
Herbert
Penny
Patricia
Joshua

Handwritten notes for Team A:

TEAM A
Security Training

1. Assessment of Trg Needs (5)
2. Identify & invite participants (9)
3. Develop Trg Contents (12)
4. Trainers (13)
5. Budget (1)
6. Logistical (9)
7. Coordinating with authorities (15)
8. Back-up plan (7)

Handwritten notes for Team B:

TEAM B

2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16.

1. Prepare & monitor budget
2. (13) Select qualified trainers
3. (10) Develop detailed training schedule (12/11)
4. (8) Security logistics planning
5. (9) Logistics planning
6. (15) Coordination w/ local authorities/orgs
7. (7) Prepare back-up plan (virtual)
8. (4) Identify & invite participants

Handwritten notes for Team C:

TEAM C

| | B | H | Pe | Pat | Jos | TOTAL |
|----|---|---|----|-----|-----|-------|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | | | | | |
| 11 | | | | | | |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | | | | | | |

Predicting Exercise outcomes – or at least, an attempt 😊

Team A:

The team possesses generally solid and reliable qualities and its members should work well together. **Anthony** and **Diane** could play an important role in raising team's atmosphere. **Benjamin** and **Milena** could be very efficient at putting agreed strategies into practice and bringing about the desired results. **Abbey** may provide some in depth expertise that the team requires. This team is likely to avoid any risk of conflict, but in so doing it may back away from taking difficult decisions. The team may struggle a bit in finding the direction in which should best travel.

Team B:

This team is likely to use its established knowledge (**Bedan**) and experience to particular advantage. **Aaron** may have apart to play in exploiting new opportunities. However, the team may have a reluctance to engage in activities where there is a high element of uncertainty. **Kwame** will ask the difficult questions and will be the sober judge in case of discordant views. At its best, this team will be work in a pleasant environment and very efficient at putting agreed strategies into practice and bringing about the desired results (**Florence, Bedan** and **Victoria**). It is likely to be self-disciplined and process-focused.

Team C:

The team possesses generally solid and reliable qualities and its members should work well together. However, it is more debatable whether it can easily find the direction in which it should best travel. **David** will probably be as practical as possible and will make sure the objective is met. Overall, working atmosphere should be very pleasant (**Penny** and **Herbert**). Team's strength will be in its caring attitude and ability to adapt and respond to others. Should the team need someone to research a subject in depth and gain the expertise the team requires, **Joshua** and **Patricia** could chip in and provide expert advice.

Key to me – Homework Exercise

Key to Me

Explanation sheet

First Thoughts

After looking at your BELBIN report, write here what are the first impressions. Did the result come as a surprise? Did you expect it?

Role

What is your role within the organisation?

My work routine

How does your working routine look like?

How to get hold of me

Formal vs informal (e-mail, Teams calls, F2F)

What are the things I do that's helping me best contribute to the team

Look at your top TRs and associated strengths

Call on me (strengths)

Things I do that is distracting from our success.

Look at your top TRs and associated weaknesses

Call me out (make me aware)

How I like to work p. 6-7

Check pages 6-7

Things I need p. 6-7

Check pages 6-7

Things I struggle with p. 6-7

Check pages 6-7

UNCAP Now

Rich Pictures

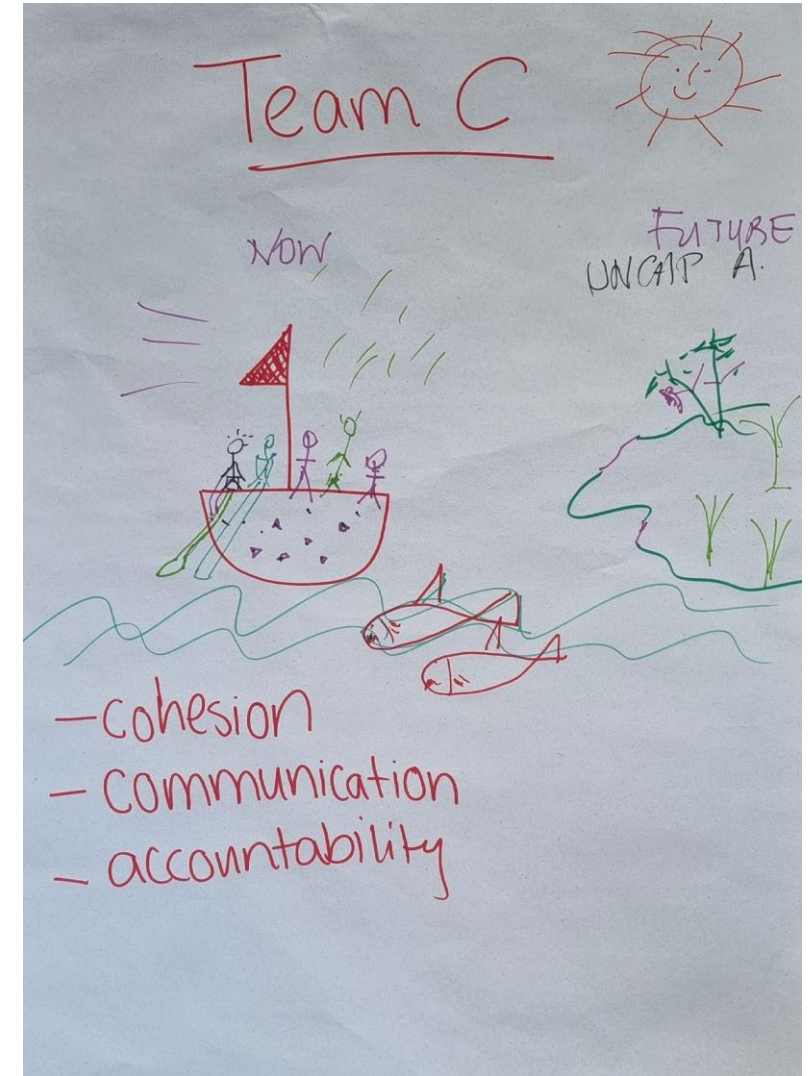
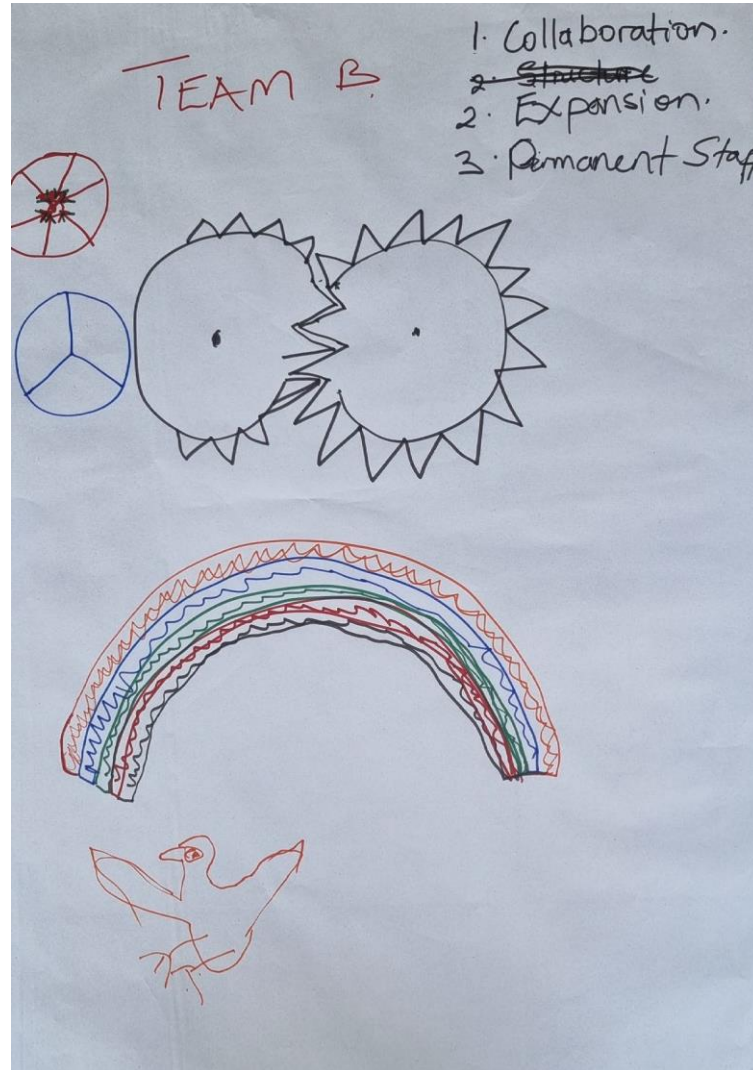
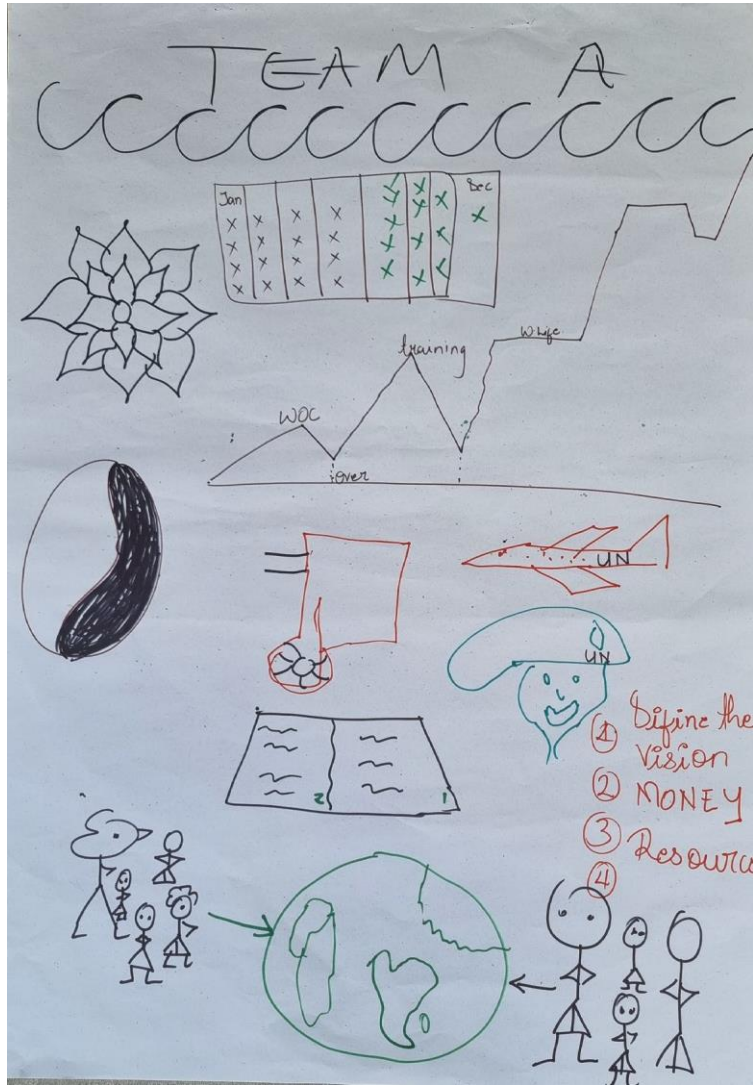
Each group **draw** an agreed picture / images to represent **what it is like** and **how it feels** working in & for UNCAP now

15 minutes only

Be prepared to summarise your themes to share back into the whole group

Agree 3 words to add to your image to summarise the top 3 things you believe need to change





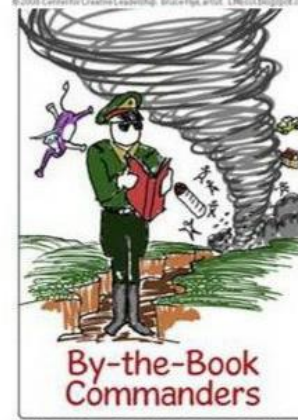
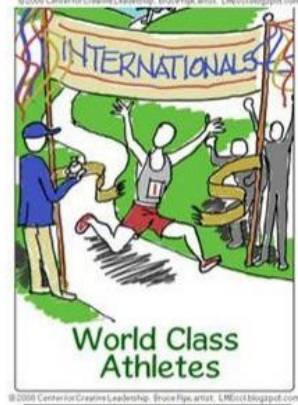
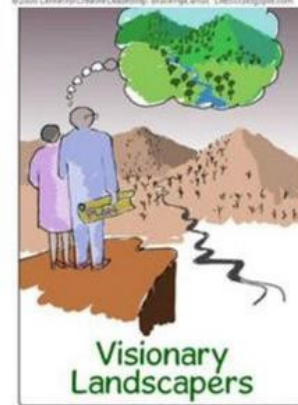
UNCAP Team: To Be

1. Consider the best possible future for the UNCAP team; think about what you might be seeing, hearing or feeling when working in or with UNCAP.

Select a metaphor card to represent what you would like to see as a **future state** for this UNCAP team.

2. Share your thoughts with a partner

3. Join another pair and select ONE agreed metaphor to represent your group ideas and summarise your thoughts on a flip





Vision THE Academy

- consistency
- professionalism
- discipline
- hard ~~to~~ work / dedication
- after action review
- clear roles / roadmap / strategy
- team work



- DEVELOP EXPERTISE
- MUST HAVE INITIATIVE
- MINIMAL SUPERVISION
- ENHANCED PERFORMANCE
- "STRONG INDIVIDUALS
MAKE STRONG TEAM"



Metaphor: METAMORPHOSIS

1. Developed course content.
2. We want to have support with all stakeholders.
3. Capacity building (continued)



DIFFERENT TYPES OF PLETHES

CHANGE
DIFFERENT
STAKEHOLDERS

VISIONARY

- PKO
1. GROWTH. - AV. (27/19) ^{SCR}
 2. BRIGHT FUTURE.
 3. REACHING MANY PEOPLE.
- Representation
- in country (ing) (indiv/clin)
 4. * PLAN / ROADMAP.
 5. SAVING LIVES



| 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? | | | | |
| | | | | |

This evening....

1. Reflect on this team's Development Improvement Plan
2. Reflections:
 - Belbin report – reflect on your own report
 - Prepare the Key to Me exercise
3. Reminder of the portal: www.ambito-portal.com Select the UNCAP tab & password in T34mw0rk
4. Evening social agenda – UNCAP Team