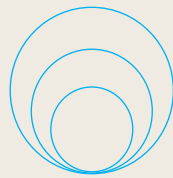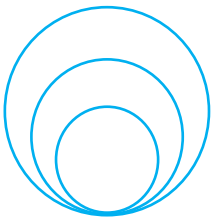# TEAM PERFORMANCE

UNOG agile training:
mindset and tools

*Team is the place
where magic can
happen*

TEAM PERFORMANCE
UNOG agile training – mindset and tools

The purpose behind the Agile concept is to adapt the way of working to ever changing constraints and needs and to have teams choose the best way to work and deliver in an autonomous and adaptative way.

Being agile is about embracing the uncertainty and being open to continuous improvement to maximize the value provided to the customer or client.

Why now?

• Ongoing changes, disruptions and rapidly changing needs of clients and beneficiaries

• Need for more fluidity to address ever–shifting priorities of the Organization

• Balancing the need for individual autonomy with collective coordination

• Developing accountable and collaborative mindsets

UNOG's approach to team performance is to introduce teams to different Agile ideas and tools, draw linkages with the organizational context and let each team choose what works for them, and provide support for implementation.

• **Module 1: Agile Mindset** – This is a foundational module, covering the principles and values of an Agile mindset.

• **Module 2: Priority setting and reduction** – This module helps teams take control of their work, through alignment with their goals and a better sense of priorities.

• **Module 3: Team connection points: Huddles and other meetings** – This module helps teams to reassess their approach to meetings and introduces 'huddles' – a short and dynamic meeting technique that helps teams align priorities, maintain cohesion, and distribute workloads. Huddles are a key pillar of Agile ways of working for teams.

• **Module 4: Iterations and retrospectives** – This module goes deeper into Agile ways of working and highlights the benefits of organizing work in an iterative manner for greater team performance. It also covers a technique for leveraging team's learning to work more effectively as a team.

Agile Mindset

Agile mindset is the basis for the successful use of tools. The module introduces the following concepts:

Growth mindset

Psychological safety

Continuous improvement

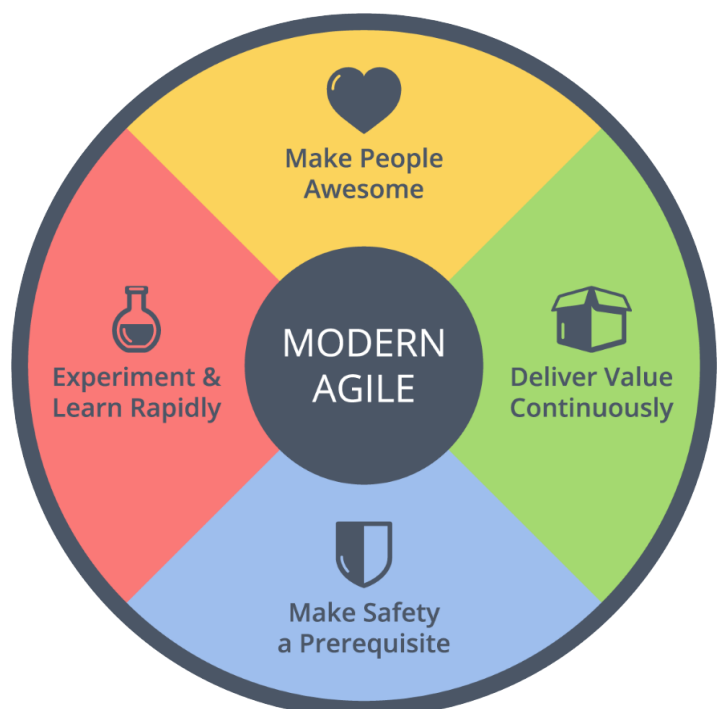People-centric approach

End-user focus

(Network of) teams

Embracing complexity and uncertainty

🕑 2,5–3 hours

🛒 Virtual / face-to-face

Priority setting and reduction

While resources are shrinking at the same time as our mandate is expanding, and expectations on our performance are growing, teams might feel overwhelmed by an increasing workload and unclear priorities.

This module helps teams to:

- Get clarity on their purpose (and identity),
- Decide on priorities,
- Focus on tasks that bring value,
- Drop useless activities, and
- Feel in control of their workload.

As a result, teams and individuals will feel more empowered, with higher level of satisfaction and efficiency.

- 3-4 hours
- Virtual / face-to-face
- 4 x 90-min follow-up sessions over 6 months

Team connection points: Huddles and other meetings

In this module, teams reassess the effectiveness of their meetings from different angles: purpose, content, participants, frequency.

The course also introduces a 'huddle' technique – a structured, regular, short meeting, often using a whiteboard. Huddle is a useful tool to:

- Improve communications and information-sharing
- Request and offer help
- Agree on priorities and resolve workload issues

It proved to be a foundation to move towards agile ways of working. Huddles have also helped UNOG teams to:

- Improve problem-solving
- Increase the sense of belonging to the team
- Foster engagement
- Increase transparency

🕑 1,5-2 hours

🛠 Virtual / face-to-face

👥 5 x 30-min follow-up sessions over 2 weeks

Iterations and retrospectives

This module goes deeper into Agile ways of working and highlights the benefits of organizing work in an iterative manner for greater team performance:

- Understanding the principles behind iterations, sprints and timeboxing

- Setting team goals and organizing work in that manner

It also covers retrospectives – a technique for leveraging team's learning to work more effectively as a team.

- Evaluate how the last iteration went, specifically around the team dynamics, processes, and tools.

- Identify what went well, and what did not.

- Create and implement a plan for improving the way the team does work.

🕐 4 hours

🛒 Virtual / face-to-face

👥 4 x 120-min follow-up sessions over 6 months

Practical information

Module 1 is pre-requisite for other modules. The order of Modules 2, 3 and 4 can be modified based on team's needs.

Modules 1, 2 and 3 are available in English, French and Spanish.

To support the integration of new ways of working, Modules 2, 3 and 4 can include follow-up sessions with the trainers over a period of time. The exact timeframe to be defined in a discussion with the team.

Example :

Priority Setting and Reduction – 4 x 90-min follow-up sessions over 6 months

Team Connection Points – 5 x 30-min follow-up sessions over 2 weeks

Iterations and Retrospectives – 4 x 120-min follow-up sessions over 6 months

Cost-recovery fees apply in line with the MOU for the provision of administrative and security services by UNOG to client entities.

Click here to contact us

More information