



Terms of Reference (TOR)

2-Day Emotional Intelligence Training and Team building Exercise for UNFPA Botswana.

Introduction/Background

The Botswana Country Office is on a journey to create a positive workplace environment. This includes ensuring that staff members are enabled to perform to the best of their abilities. As part of this build-up, the Country Office undertook a team work retreat in November 2022 to focus on Emotional Intelligence Training. A consultant was engaged to facilitate a one day session with clear terms of reference. The objective of the exercise was to enhance teamwork, and build an inclusive, innovative, and stress-free working environment. It is within this context and background that UNFPA Botswana seeks to engage a consultant to provide a customized 2-day team building session for the staff members. The team building session will be integrated into an Emotional Intelligence and capacity building workshop planned for 25-26 July 2023 in Francistown.

Objectives

To strengthen Emotional Intelligence with the ultimate goal of enhancing productivity at the workplace. Specifically focussing on the following critical elements of:

- a) Self Awareness
- b) Psychosocial Safety
- c) Self Regulation
- d) Motivation
- e) Empathy
- f) Social skills
- g) Team Work
- h) Trust
- i) Team member roles and diversity
- j) Harnessing individual strengths
- k) Cross functional working
- l) Bigger picture thinking
- m) Resilience
- n) Effective Communication

The team building program should be creatively designed to enable various team building activities, challenges and engagement activities to strengthen team spirit, mutual trust and collaboration among staff members

Scope of work:

The consulting organization will also be expected to provide a participatory learning session in least 5 areas:

- a) There is a need to train on Self- Awareness. There is a need to support staff to recognize and understand their own emotions and to be aware of the effect of their actions, mood and emotions on colleagues.
- b) The training should focus on Psychological safety to build a culture of social sensitivity, vulnerability to experiment and conversational turn taking. The training will need to address the aspects of Motivation. The training must assist staff to find motivation by internal rewards as opposed to just external rewards. This will help increase productivity.
- c) The training should cover the element of Empathy. The assessment aforementioned noted low levels of empathy. There is a need to support the team to be able to understand how others are feeling and take measures to respond appropriately when colleagues are feeling bad, depressed or disheartened. In other words, the trainer should facilitate sessions to empower the team with techniques of lifting the spirits of others when necessary.
- d) Facilitators should empower the team with enhanced Social Skills. Being able to interact well

Participants

UNFPA Botswana Country Office has a staff complement of **11**.

Specific Tasks, Expected Deliverables, and Timeframe:

Deliverables:

1) Design concept note and agenda for the workshop

- The Consultant will design a concept note, agenda and a tailored curriculum and tools for a 2-days program in English. The curriculum will be developed with a focus on practical skills required to effectively plan, manage and deliver and close the gaps to be addressed by the team building session.
- Prior to this, the UNFPA team will organize an inception meeting to familiarize the Consultant with specific requested training outputs and goals.
- The tools will include but not limited to handouts for participants such as Powerpoint presentation, practical exercise for individual/group work, case studies, practical in and outdoor exercises demonstrating how to improve team cohesion and mutual understanding, reference materials and other relevant materials.

2) Training pre- and post-evaluation

- The consultant will be expected to infuse into the program a pre and post evaluation of the training/program.

3) Assessment of current level of cohesion in the team

- The program must include assessment of current level of cohesion in the team, interactive training for participants, the role-play exercise, templates for success stories and examples of successful internal communication and dealing with conflicts.

4) Facilitation of the team building workshop

- The Consultant will deliver a program to 11 participants. The team building session is envisioned to ensure close interaction and knowledge-sharing with participants. During the training workshop various training modalities will be used, according to adult learning principles, to ensure that it is practical, interactive and relevant for the challenges faced by the UNFPA staff members
- Selection of the location for the training will be done by UNFPA in line with available conferencing locations..
- The workshop will be organized in person and expected to be held in Francistown, targeting available conferencing facilities that are conducive for a team building retreat.

5) Report of the workshop include concrete recommendations on the next steps

- The Consultant will establish necessary monitoring and evaluation mechanisms to ensure the training programme and delivery meet the needs of the target group and create the impact in line with the UNFPA team' goals.

Duration and working Schedule:

The consultancy will run from 24 - 31 July 2023. The total number of working days shall not exceed 2 days

Deliverables	Due Date	Payment
A detailed Agenda including information about the sessions should be submitted to and agreed by UNFPA	20 July 2023	0%
Workshop facilitation and activities	25-26 July 2023	0%
Post-workshop wrap up	31 July 2023	100%

Timeline and Location:

The training will be held in the Francistown Area from 25-26 July 2023.

Expected travel

Travel to the location of the workshop is expected.

UNFPA will cover:

- Full board costs related to conferencing and lodging for all participants and the Consultant/s (2 nights). Full board includes bed & breakfast, lunch and dinner. This will be paid directly to the conference facility.

Qualifications of the Organization:

1. Legally constituted organization with valid registration.
2. Demonstrated expertise in designing and facilitating Emotional Intelligence programs and team building sessions.
3. Working experience with UN agencies, philanthropic foundations, academic institutions, or other international nonprofit organizations is an advantage.
4. Compliance with all requirements as required by UNFPA.

Qualifications for the facilitators:

1. Facilitator/s who should hold a degree preferably in Industrial and Clinical Psychology. Social Sciences or Management and any other relevant qualifications may be considered.
2. At least 5 years of relevant experience in designing and facilitating Emotional Intelligence programs.
3. Demonstrated experience in training, coaching, and facilitating diverse teams in international organizations.
4. Extensive experience in designing and facilitating training programs for UN agencies, philanthropic foundations, academic institutions, or other international organizations.
5. Excellent command of English and Setswana.

Roles and Responsibilities of the Parties:

UNFPA will provide guidance where possible. The service provider shall be required to bear all the related costs and work independently to successfully achieve the end findings.

The service provider will be responsible for the following costs:

1. The professional fee must be quoted in the lump sum amount.
2. The lump-sum amount must be detailed on how the professional fee of each team member is calculated. Indirect costs such as printing, stationeries, communications concerning the scope of work of services must be included in the financial proposal.
3. Travel costs for technical team members of service providers: all envisaged travel costs such as most direct and most economic local travel, living allowance, terminal expenses, etc. must be included in the financial proposal.
4. Logistics arrangements for scoping mission, data collection, field visits, interviews, etc.

Payment Schedule

A lump sum payment will be paid upon successful completion of the deliverables of the assignment, in line with the above timelines.

Management of the consultancy

Under the direct supervision of the Operations Manager and the overall supervision of the UNFPA Head of Office.

Submission of Application

The submission package includes:

1. Updated CV for the facilitator/s.
2. Organization profile.
3. Organization registration.
4. Technical proposal.
5. Financial proposal.
6. 3 reference checks.
7. Sample of previous work undertaken.