

Peer to Peer feedback Play

Summary

NRC is looking for help to develop an accessible training “Play” developing peer to peer feedback for our 15,000 staff in 32 countries assisting 9 million people displaced by conflict. This short-focused project can be done by an individual or team creating materials in Microsoft office for use around the world.

Why does NRC need this?

NRC is improving our Integrated programming (IP) for refugee support services. Part of this work is improving skills of our 15,000 staff in 32 countries who not only work in conflict zones but also can face highly nuanced scenarios such as dealing with armed actors, people who have lost relatives, government facilitators etc. Soft skills are critical to ensuring success of this work. See below for background on integrated programming.

What is needed?

NRC need a “Play” that can be used to teach peer to peer feedback skills in a humanitarian services context. Plays are modelled on the approach taken by Atlassian, see <https://www.atlassian.com/team-playbook/plays>. Plays are a group activity that can take 30 min to two hours focused on a specific issue, in this case peer to peer feedback.

The Play is laid out in a PowerPoint slide deck that describes the goals, activities, has links to resources, facilitator notes etc. A template for this is available, see end of document for example. Plays should be kept clear and simple to be suitable/adaptable to people from diverse cultures and differing experience levels. The Play should be in English but will be translated to French and Spanish later.

For the Peer to Peer feedback play may cover an exercise that reinforces good habits for peer to peer feedback such as; Building trust; Being specific; Being positive; Using a passive voice; Receiving feedback.

When would it need to be done by?

NRC would like a draft within a month of the start and the completed materials within two months of start.

How would this work?

NRC would have a kick-off video call with you/your team. This would confirm the details, provide any background requested, answer questions, establish the relationship etc. Your NRC contact would then be available on email for follow up questions as well as for a video call every two weeks. If you have a team wanting to approach this as a hackathon over one or two days that can also be an option.

On completion NRC would also like to recognise the work with a post on LinkedIn highlighting you/the team and organisation.

Who are we looking for?

Probably someone(s) with experience in training teams on soft skills, possibly from HR, or a consultancy, but it could just be people with ideas on how to engage people best and able to research the topic for

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the specific content. This is one of many Plays being developed and you are welcome to build a deeper relationship with NRC to cover help with other Play development.

Contact

If you think this may be of interest and would like to learn more, please email corporate@nrc.no

About NRC

The Norwegian Refugee Council is an independent humanitarian organisation helping people forced to flee. We work in crises across more than 30 countries, where we help save lives and rebuild futures. Last year we assisted 9 million refugees and internally displaced people with services like shelter, water, education, food, livelihoods, legal support. To learn more visit www.nrc.no

About Integrated Programming

Historically humanitarian aid has been delivered as discrete services such as shelter or education. Integrated programming put the recipient of the assistance at the center and looks at their overall needs and ways to combine different services into a tailored solution e.g. building a school that also provides for water and sanitation needs. This needs greater teamwork between NRC staff, NRC staff and other partners such as NGOs and government. Integrated programming is about building those skills and systems to deliver that teamwork inside and outside of the organisation to improve outcomes for refugees and displaced people.

Images of Play Template

Play title	People 5-8
Two-line description of the play to help people understand what it is about.	Time 60 mins
Use this play to... Outline the circumstances where it would be appropriate for the team to use this play e.g. developing an iTOC, kicking off a new project There might be several depending on how many game plans it is attached to.	Level 
You should involve... Outline which types of roles/responsibilities should participate in the play	Materials List of materials needed to run the exercise This should be exhaustive <u>Templates</u> should go here
Before you begin... Is there a barrier to entry to this play e.g. must have done analysis already if the play is developing an iTOC	Additional resources Additional downloadable material, such as <u>facilitation notes</u> <u>Pre-prepared slides</u>

Running the play

Step 1: Title (Timing)

Outline the circumstances where it would be appropriate for the team to use this play

There might be several depending on how many game plans it is attached to.

Step 2: Title (Timing)

Outline the circumstances where it would be appropriate for the team to use this play

There might be several depending on how many game plans it is attached to.

Step 3: Title (Timing)

Outline the circumstances where it would be appropriate for the team to use this play

There might be several depending on how many game plans it is attached to.

Blank space to the side can be used for facilitators to scribble their own notes e.g. what the timing corresponds to, any adaptations they've made to the play

Tip

Use the sidebar space to align tips and tricks with the corresponding step in the process. Draw key tips/reminders from the facilitation notes.

Step 4: Title (Timing)

Outline the circumstances where it would be appropriate for the team to use this play

There might be several depending on how many game plans it is attached to.

Step 5: Title (Timing)

Outline the circumstances where it would be appropriate for the team to use this play

There might be several depending on how many game plans it is attached to.

Step 6: Title (Timing)

Outline the circumstances where it would be appropriate for the team to use this play

There might be several depending on how many game plans it is attached to.

Blank space to the side can be used for facilitators to scribble their own notes e.g. what the timing corresponds to, any adaptations they've made to the play

Virtual tip

Use sidebar to suggest ways to use NRC's online tools where something suggested won't translate easily to Zoom

What next?

Follow-ups

What is the next step after the play?

How should it be documented?

Samples

Possible to include examples of how a template has been filled in, so as to give people an idea of what they're 'making' – selected to show different elements/contexts

Support

Link to support e.g. IP working group, other teams who have completed this play and are happy to own it to coach others etc

Could include links to case studies or time-lapse videos of teams doing the activity

Related Plays

[Link to related play](#)

[Link to related play](#)

[Link to related play](#)

Part of these game plans

[Link to game plan](#)

[Link to game plan](#)

[Link to game plan](#)

Summarise output in a template