



## People management and care in humanitarian settings

*Enhancing a culture of care, safeguarding, Diversity, and Inclusion in team management*

### 4 – DAYS TRAINING

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#### INTRODUCTION

Whether working (or willing to work) in natural or human made crisis, humanitarian professionals and aid team leaders need to possess a unique set of skills and competencies to strengthen their knowledge and capacities in implementing safeguarding principles and practices, establishing a conducive environment that promotes organizational culture of Diversity and Inclusion (DI). It is essential to be supportive to different groups of individuals, including people of different races, ethnicities, religions, abilities, genders, and sexual orientations; They also need to take into account and supporting staff's mental and physical well-being. As humanitarian staff often work in situations at risk, and they naturally experience stress, which in turn affects their well-being, team leaders are responsible to promote a management structure of care at operational and organizational level.

This training is designed for humanitarian practitioners and team leaders who want to encourage behaviors and activities that improve staff well-being and increase equality, inclusion and diversity and reflect on power, privilege and intersectionality in their programmes and management.

#### WHO IS THIS COURSE FOR?

This training is addressed at professionals leading programs and teams in humanitarian settings who:

- Are working in humanitarian organizations in management positions or at regional/headquarters level and have interest in understanding and building their competences and skills in practicing management of staff well-being and care, diversity and inclusion, and safeguarding principles
- or are already working in humanitarian contexts at field level as program managers/ team leaders and are interested in deepening their understanding on safeguarding and DEI concepts concrete application in humanitarian program management;
- or Professionals in the humanitarian and development sector looking to develop their competencies in people management and inclusion management, as well as reflect and capitalize on their experiences and build on their residence and self-care capacities.

#### LEARNING OUTCOMES

Upon successful completion of this course, participants will be able to:

- Understand the complexities of managing staff and teams in humanitarian contexts, with a focus on risks they may be exposed to and how to manage, involve and motivate human resources in challenging settings
- Apply and being familiar with the most recent practices, approaches and technical resources to build an organizational culture of care and staff well-being
- Deal with the challenges of managing of diverse teams: enhancing diversity, equity and inclusion
- Ensuring effective systems and structures in place to reduce the safeguarding risks associated with the humanitarian work
- Put in place self-care techniques and mitigate the risk of “burn out” associated to their work

#### METHODOLOGY

The training grounds itself in the adult learning approach, based on experiential learning, knowledge and experience sharing, co-creation and reflective analysis, with participants playing an active role throughout. The course consists of four days of face-to-face training that will include cases studies, group exercises, role-plays, presentations, as well as networking opportunities in and outside the class, aiming at establishing a community of practice. The course offers



exposure to the most recent resources and innovations in the subject area and seeks to inspire participants to step out of their comfort zones and experiment, all in a safe and stimulating environment.

**At the end of the training participants that have successfully completed the course will be ensured a digital badge through the international platform HPASS ([www.hpass.org](http://www.hpass.org)).**

## COURSE CONTENTS

The course is structured in the following learning modules:

### **MODULE 1. People management in humanitarian settings**

In this module participants will reflect about key challenges and risks associated to team management in humanitarian settings. They will learn how to act quickly and impartially while keeping a focus on the big picture, the external environment and the results expected by their roles. A focus will be made on leadership styles, how leadership can work in humanitarian contexts and how to motivate resources. This module will also focus on practicing ethical management approaches and culture of care using up-to-date international tools. It will finally provide key tools and tips for staff management that can be of help to design and implement inclusive and safe humanitarian working environments. (The tools will cover the following topics: organization, assigning tasks and objectives, measuring performance and evaluation).

### **MODULE 2 – Staff well-being and care**

In this module participants will learn about Staff Wellbeing: what it is and how to manage staff well-being in humanitarian contexts. An introduction will be made on the latest resources available for humanitarian professionals. They will also learn about organizational mechanisms of care. This module will also cover how to manage Stress (Guidelines for Good Practice) and how to set up stress management strategies. Finally, it will focus on how to recognize the signs of stress/distress and what to do to prevent or act in cases of “burn out” among your staff.

### **MODULE 3: The fundamentals of diversity and inclusion**

This module will address crucial aspects of diversity and inclusion (DI), by unpacking key concepts such as gender diversity, age diversity, cultural diversity, as well as physical ability and neurodiversity. Through a nuanced exploration of these dimensions, participants will gain a deeper understanding of the diverse factors that contribute to a truly inclusive environment. The module will also delve into the concept of intersectionality, power and privilege, to actively work towards dismantling barriers and fostering a more equitable working space. Additionally, the module will focus on practical strategies by discussing the implementation of standards and guides that promote equality and inclusion. and incorporate inclusive practices into both management and programming.

### **MODULE 4 – Safeguarding**

This module will focus on the critical topic of safeguarding, aiming to equip participants with a comprehensive understanding of its key components. It will commence by elucidating the fundamental concept of safeguarding, exploring its definition and significance within various contexts. Participants will discuss about planning, implementing, and managing safeguarding initiatives, gaining practical insights into the steps necessary for creating a robust safeguarding framework. The module will also address the essential requirements for effective safeguarding, shedding light on the resources, policies, and organizational structures needed to ensure a safe and secure environment. In the event of incidents, participants will be guided on the appropriate actions to take, emphasizing a proactive and responsive approach to safeguarding challenges.

### **MODULE 5- Taking care of one-self while taking care of the others**

This module will focus about how to recognize and reduce stress in challenging settings. A practical session will be made on resilience building practices and on how to manage your “personal space”. Finally, some Self-Care Techniques will be introduced.

