STAFF TEAM BUILDING

POST-TRAINING REPORT

Prepared for:

UNIVERSITY OF NAIROBI
CENTRE FOR SELF SPONSORED PROGRAMMES (CESSP)

Prepared by:

SMART SKILLS TRAINERS
360° personal development training
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..inspiring true performance!

4th June 2016
CENTRE FOR SELF SPONSORED PROGRAMMES (CESSP)

STAFF TEAM BUILDING TRAINING

HELD ON 4th June 2016 at CESSP HQ

FACILITAED BY: SMART SKILLS TRAINERS

“Coming together is a beginning, keeping together is progress, working together is success”

- J. Maxwell
1. INTRODUCTION

Team work is mandatory for result driven, high performance and a nurturing working environment. This calls for means and ways of growing and enhancing team work in every organization and one major way is having team members engage in theme based team building program.

The theme based team building activities challenge team members to solve tasks at hand and in the process learn vital skills necessary for a good team and provide opportunities to share ideas in a fun relaxed environment.

Smart skills trainers were privileged to be engaged in providing a one day team building program to CESSP staff members.

SMART SKILL TRAINERS is a human resource firm specializing in human potential development through life skills training. Our vision is to be the most preferred human potential development training institution offering effective and affordable cutting edge life-skill programs in Kenya that will stir in people the desire to unleash their God given potential.

2. BACKGROUND

CESSP was established by the University of Nairobi vide Statute XXXV in 2005 with the purpose of managing self sponsored students. In line with CESSP strategic plan and a few other challenges amongst the staff members, the management of CESSP found it prudent to source for an external Consultant who would facilitate its staff Team building.

After several consultations, the event organizers nominated SMART SKILLS TRAINERS (SST) as the preferred Consultant; a challenge that SST has undertaken to see to its successful completion as agreed in the terms of reference.

3. COURSE OBJECTIVES

Smart Skills Trainers structured and conducted a 1 day Team Building program, which was carried out along the following objectives;
4. TRAINING METHODOLOGY

The training was conducted in the liveliest manner in accompaniment ice breakers, hearty discussions and group fun activities. Several methods of content delivery were used during the training program with the key ones being:

- Ice breakers & Energizers
- Lecture
- Question & answers
- Discussions and debriefs
- Outdoor Team activities
- Video clip
- Music

These methods were utilized so as to create an interactive team building session to which the participants feel part of the process and create a relaxed atmosphere for enhanced learning and bonding amongst team members.
## CESSP TEAM BUILDING PROGRAMME ON 4th JUNE 2016 AT CESSP HEAD QUARTERS

### SESSION 1 WHAT STOPS US AND SELF EVALUATION (INDOORS)

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.30 – 8.00</td>
<td>Arrival and Registration</td>
<td>Operations/trainer</td>
</tr>
<tr>
<td>8.00 – 8.05</td>
<td>Opening Prayer</td>
<td></td>
</tr>
<tr>
<td>8.05 – 8.15</td>
<td>Deputy directors speech</td>
<td>Deputy Director</td>
</tr>
<tr>
<td>8.15 - 8.30</td>
<td>Directors Speech and opening Remarks</td>
<td>Director</td>
</tr>
<tr>
<td>8.30- 8.45</td>
<td>Ice breaking/climate setting</td>
<td>Trainers</td>
</tr>
<tr>
<td>8.45 – 9.45</td>
<td>What stops us (indoor)</td>
<td>Trainers</td>
</tr>
<tr>
<td>9.45 – 10.15</td>
<td>Team self evaluation</td>
<td>Trainers/team</td>
</tr>
<tr>
<td>10.15 - 10.45</td>
<td>Tea Break</td>
<td></td>
</tr>
<tr>
<td></td>
<td>End of Session 1</td>
<td></td>
</tr>
</tbody>
</table>

### SESSION 2 TEAM BUILDING ACTIVITIES (OUT DOORS)

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.45 – 12.30</td>
<td>1st outdoor Team building activity</td>
<td>Trainers</td>
</tr>
<tr>
<td>12.30 – 1.15</td>
<td>Lunch Break</td>
<td>Days caterers/Head Operations</td>
</tr>
<tr>
<td>1.15 – 3.00</td>
<td>2nd outdoor team building activity)</td>
<td>Trainers</td>
</tr>
<tr>
<td>3.00 – 4.00</td>
<td>Discussions and way forward</td>
<td>Trainers</td>
</tr>
<tr>
<td>4.00 – 4.15</td>
<td>Tea break</td>
<td></td>
</tr>
<tr>
<td>4.15 - 4.45</td>
<td>Awards to high performing employees</td>
<td>Director/Head Operations</td>
</tr>
<tr>
<td>4.45 – 5.00</td>
<td>Vote of thanks and closing remarks</td>
<td>CESSP employee</td>
</tr>
<tr>
<td>4.45– 5.00</td>
<td>Closing prayer</td>
<td>CESSP employee</td>
</tr>
</tbody>
</table>
5. SUMMARY OF SESSIONS

The session started with word of prayer guided by Head of Operations Ms. Mary Musyoki who later invited the Deputy direct Professor Evans Aosa for the welcoming remarks.

The participants were then led through some ice breaking session meant to create a free learning environment. After which, the participants were given a chance to share their expectation. Some of the expectations were;

- Learn something new
- Improve performance
- To know each other better
- To build a strong team
- Bond, interact and mingle

WORKING TOGETHER

In this session, each member was asked to privately complete a questionnaire comprising 10 team attributes. The participants were advised to answer candidly and honestly. The right atmosphere was also provided.

Below are the outcomes;

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do we trust each other?</td>
<td>17</td>
<td>8</td>
</tr>
<tr>
<td>2. Do we have concern for each other?</td>
<td>21</td>
<td>4</td>
</tr>
<tr>
<td>3. Do team members feel free to communicate openly?</td>
<td>13</td>
<td>12</td>
</tr>
<tr>
<td>4. Do we understand our team’s goal?</td>
<td>21</td>
<td>4</td>
</tr>
<tr>
<td>5. Do we have a commitment to those goals?</td>
<td>21</td>
<td>4</td>
</tr>
<tr>
<td>6. Do we make good use of each member’s abilities?</td>
<td>9</td>
<td>16</td>
</tr>
<tr>
<td>7. Do we handle conflict successfully?</td>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>8. Does everyone participate?</td>
<td>5</td>
<td>19</td>
</tr>
<tr>
<td>9. Do we respect our individual differences?</td>
<td>11</td>
<td>14</td>
</tr>
<tr>
<td>10. Do we like being members of this team?</td>
<td>22</td>
<td>3</td>
</tr>
</tbody>
</table>

During the debrief on the outcome some key area of concern where highlighted as contributing factors to the current situation;
- Over emphasis on official protocol/bureaucracy
- Blame game
- Fear
- Lack of shared responsibility
- Gap between the management and staff
- Lack of trust
- Negative attitude
- Gender issues
- Environment

- The purpose of this session was to determine the general feeling of the participants about the team. From this short questionnaire it was evident to us that the Team has come a long way in developing the team spirit, but there is room for improvement especially on the areas that scored high on the NO side and on the highlighted areas of concern.

- OUR RECOMMEDATION: Emphasis should be put in place to rectify the areas that scored highest on the negative. We believe this should be given priority so that what was gained during the training is not lost.

The Team was then taken through a sessions that covered foundational principles of effectiveness chief of which is to adopt a new concept of personal responsibility, teamwork, and openness of communication.

The sessions also presented that good and effective work relationships are very important in organizational change. Handling conflicts, building supportive work relationships and communicating effectively all contribute to the formulation of positive attitudes to change and, therefore, to the success of the change program at CESSP.

6. OUTDOOR TEAM BUILDING ACTIVITIES

Guided by the highlighted areas of need and our observation from the interaction with the participants, we settled on key activities that were to encourage; active participation, team work, communication, bonding and trust. But due to the limited time we were not able to execute all the activities that we had lined up.

a) THE TRUST WALK

THE MISSION: The team is taken on a sightless journey at the end of which they are required to make a polygon of the facilitator's fancy using a rope they have been provided with.
OBSERVATIONS: Most of the team members felt lost after they were blind folded. Some of the members adjusted well to the change and adjusted their strategy while some were stuck. A lot of effort was put into the activity.

LESSONS:

- Communication and an understanding of the big picture is important for a team to exist and be relevant. Give time and resources to understanding how each person in the team communicates so as to better open the communication channels.
- It is important for the person being led to remain close to the leader/mentor in order to succeed.
- Caring is very important for we are all vulnerable to various weakness e.g. bad health, deadlines and we will need the input of other in our life from time to time.
- One has to be willing to be led and to accept help.
- It is important to give clear and precise instructions – don’t assume that the other person knows what you know.
- Ask for clarification if you don’t understand the instructions.

b) HUMAN KNOT

- THE MISSION: The team makes a circle and randomly joins hands across the circle creating a tangled mess of hands. Their task is to untangle themselves so that they are standing in a circle once more with each person standing next to the two people they are holding the hands of.
• OBSERVATIONS: The team was at first unsure of how to approach the task. This dissipated almost immediately as people started moving. There was plenty of talking through the activity as the team worked at untangling themselves. We loved the tenacity of the team.

• RECOMMENDATIONS: Giving the team unexpected problem scenarios to solve will boost their spontaneity and creativity in problem solving.

c) HELIUM STICK

OBJECTIVE: To place down the Helium stick using their index fingers. To highlights the need for collaboration, creative problem solving and the value of continuous improvement of strategy.

Observations: The task was poorly executed because of a gap in the communication process, poor coordination and competition between the two groups.
KEY LESSONS:

- There is need for efficient flow of information which should be well structured
- Before embarking on a task it’s good to plan and come up with a strategy which implementation should be well coordinated
- If a member of the team does not meet the set standards, everyone fails
- The way you do your work influences the quality of work done by the person you hand over to. If you are not focused on your work, there are very high chances that the work will not be done properly
- Communication is an important element in team processes and its effectiveness plays a big role in the team’s success. Pay keen attention to how you communicate and even more to how your audience communicates avoid the assumption that everyone communicates like us.

**d) COMMUNICATION TRIANGLE**

This was the last activity; the group was divided into 3 groups each with certain qualities & abilities. The three groups were supposed to work together in accomplishing the task given.
IMPROVING COMMUNICATION

In this activity, we assessed the teams’ perceptions of the amount, timeliness, and quality of information sharing as well as the quality of work meetings and general attitude in communication. Together, these questions provided insights into the quality of communication at CESSP which to us appears to be a common area of improvement. Generally speaking, CESSP can benefit from improving communication flow both vertically (supervisor to employee) and horizontal (between coworkers). The purpose of the session was to provide recommendation for improving communication. We encourage consistent and direct conversations with the team on their ideas for improving communications at CESSP.

We recommend instead of waiting for employees to seek out information, managers and supervisors can approach them directly and ask about employees' informational needs. For example, most meetings in organizations end with the meeting leader asking if anyone has any questions. We encourage managers and supervisors to move that question to the beginning of each meeting. This simple switch tells employees that their questions and concerns are more important than the impending meeting agenda. By quickly responding to their concerns and informational needs, their perception of the communication concern in the organization will likely change. In order to keep the program going, it may be helpful to require managers and meeting leaders to schedule time for “Ask me/Tell me” until it becomes part of the organizational culture.

Create opportunities for more informal time for employees to interact with managers. Employees are often hesitant to interrupt their busy boss for small things such as information needs. Managers who provide opportunities for casual work conversation actually help employees feel needed and comfortable with sharing their information needs. To do this, managers should work alongside staff, take them to lunch, walk to their car after work together, etc. Initiating “water-cooler” conversations and fostering open communication through these informal means supplements communication that occurs through formal reporting lines.
Our final recommendation is to focus on the managers and supervisors who may need some general skill development in the area of communication. The need for training (and refresher training) on general management and communication topics is typically a high need for most. In addition to the above, managers should be encouraged to consider the following advice. First, often the best way to improve communication is by listening. By listening closely, avoiding interrupting others mid-sentence, asking clarifying questions, and repeating/summarizing what is said, confusion and misinterpretation can be avoided. Second, managers should ask employees questions and solicit their feedback to be sure communication is being understood. Third, managers and supervisors should make sure to find the time to provide feedback to their employees. Continuous positive and even constructive performance feedback ensures that employees know where they stand. This is also a way of addressing issues before they become big problems.

Any improvements on communication will be short lived if old habits are allowed to return and are deeply ingrained in the organizational culture. We recommend continued reassessment of the communication components for working interventions.

**KEY LESSON LEARNT**

- We need to champion team work/team spirit
- Trust is key for the success of the Team
- Effective communication is key in an organization
- Respect for each other & everyone should be treated equally
- Every team member is very important for the success of the team
- Avoid fear
- Good Leadership is important
- I have learnt that planning is key
- Without team work and good communication an organization can never flourish
- Treat each other well
- Believe in change and support positive change
- Learn to trust the process
Listen to all team members
Challenges help us to learn and become better

**ACTION PLAN:**

- I will be consulting always and seek clarification wherever possible
- Be ready to assist and be assisted
- Support each other
- Embrace team work
- Be a team leader and a good listener
- Be seeking clarification and pass on the right message to my colleagues
- I will be a positive addition to my team and communicate on issues to get a solution
- Share ideas on a timely basis
- Be a good team player
- Build a culture of reliability
- Embrace positive attitude
- Learn to listen and be keen on instructions
- I will expound my vision and believe that its possible
- Never give up no matter what
- I will play my role to complement my colleagues
- Greet everyone when we meet and call the their first NAME
- Learn from my mistake
- Always have a plan
- Involve everyone include your juniors in the process of decision making and execution of the task
- I will engage more
- Appreciate each other always
- Be focused and result oriented

“What's talked about is a dream. What's envisioned is exiting. What's planned becomes possible. What's scheduled is real” - Anthony Robins
7. EVALUATION

According to the summative evaluations done at the end of the training session, the participants truly appreciated the training and said that it should be extended, to create more time for the participants and the facilitator time to discuss issues in-depth and engage in more activities.

Following is a summary of the scores given on our scale of Poor, Average, Good, Excellent and Outstanding. All expectations were surpassed in terms of the quality of training received which means that the primary objective was attained.

<table>
<thead>
<tr>
<th></th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Was the content suited to your requirements</td>
<td>8</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>How easy was the course to understand</td>
<td>12</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Would you recommend this course to others</td>
<td>7</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Were the trainers prepared</td>
<td>6</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>How well conducted was the team building activities</td>
<td>9</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>How well paced was the delivery of information</td>
<td>14</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>How effectively did the trainer deliver the course material</td>
<td>11</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Overall did the course meet your expectation</td>
<td>5</td>
<td>26</td>
<td></td>
</tr>
</tbody>
</table>

Views about the course

- Time that was allocated was not enough
- I am satisfied but next time we should be taken outside the office
- James & George were excellent trainers
- Keep up the good job
- Thank you very much you managed the program very well please come again
- Great job
- Next time include a lady trainer
- More time for the training
- The message from the trainers was powerful
- More training to improve our performance
- The training was very interesting I learnt a lot
- The course was beyond my expectation
- The course was amazing I really enjoyed and learnt a lot. You Rock!!! Hoping to have you again
- More outdoor activities
- The trainers did the training very well they should come again
- Next time please let have the same trainers so that they can gauge the team growth
- It was good and effective

**OUR RECOMMENDATIONS**

To keep the team growing and energized there is a need to be having regular themed team building sessions with proper NEED ANALYSIS before the training and a structured way forward that will guide the FOLLOW UP sessions after the training to check on the team’s progress for enhanced performance.

**8. CONCLUSION**

We are greatly honored to have received lauding comments about the training and we are also cognizant of the key areas of improvement by the participants. We believe that if the team puts into practice what they learnt, they will be able to operate more and perform as a well-oiled team so that you can take CESSP and the people you serve to the next level. We at Smart Skills Trainers are sure that with your resolve and enthusiasm, your advancement is just a matter of time.

We are proud to be associated with you and it gives us great pleasure to believe that we have in any humble way contributed to CESSP growth and development. We would like to assure you of our continued support into the future and let you know that we will always be ready to give you our professional input anytime when you call on us.
9. OUR OTHER TRAINING PROGRAMS

SMART SKILLS is in a position to undertake consultancies in a wide range of areas of our expertise as summarized below.

“By forming a thought or vision in your mind, you connect to a source of energy that can create what you're thinking about” - Byron Pulsifer

MAY GOD BLESS CESSP

REPORT PREPARED BY: JAMES & GEORGE

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“It's our choice not chance that determines our destiny” – Jean Nidetch

*END*