

AIDSTAR-Two Project Trip Report – Malawi Dec. 10 – Dec. 14, 2012

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5 key words:

Technical monitoring
Malawi
Supervisory skill development
CSO Teams
Standards

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1. Scope of Work:

Destination and Client(s)/ Partner(s)	Lilongwe, Malawi.
Traveler(s) Name, Role	Ummuro ADANO, Senior Technical Advisor, Capacity Building
Date of travel on Trip	December 10 – 14, 2012
Purpose of trip	<ol style="list-style-type: none"> 1. Collaborate with local AS-Two team to plan and conduct a supervisory skill development workshop for CSO teams culminating in personal supervision development plan for each participant. 2. Technical monitoring of the in-country program.
Objectives/Activities/ Deliverables	<ol style="list-style-type: none"> 1. Design and deliver 3 day supervision skill development workshop to enable the participants to achieve the following objectives: <ul style="list-style-type: none"> • Describe key supervisory skills and competencies • Set clear standards and promote superior employee performance • Explain ways and benefits of celebrating both individual and team achievements • Explain the importance of developing conversation skills to improve their interpersonal communication and the effect of this in their professional and personal life. • Explain the role of the supervisor/manager as coach • Describe coaching and its main principles • Explain how coaching and conversation skills can be used to solve workplace challenges • Explain the importance of good conversation skills for becoming a good supervisor and good coach • Describe the five coaching skills: OALFA (Observe, Ask, Listen, Feedback and Agreement) • Use the supervisor inventory to identify their own strengths and areas of opportunity and develop a personal action plan to improve supervisory skills and practices
Background/Context, if appropriate.	<p>AIDSTAR-Two/Malawi Project has adopted a “demand driven” approach to capacity building and organizational development for its 14 CSO clients. In July 2012, AIDSTAR-Two conducted the <i>Human Resource Management Workshop</i> in Blantyre. The workshop was designed to improve understanding of the components of HRM system, their functions, and their interrelated nature and to develop a framework for developing and/or improving the organization’s human resource management manual. Each organization left with a draft HR manual. During that meeting, participants requested assistance in enhancing their supervisory skills and those of their staff. At this meeting, most participants mentioned the challenges that they faced with effective staff supervision and performance management.</p> <p>The project subsequently conducted an employee satisfaction survey in all the 14 CSOs to establish a baseline and also elicit staff perceptions on supervision and performance management. The <i>Supervisory Skills Improvement Program</i> was subsequently designed to offer the participants supervisory skills to help</p>

	<p>them develop and refine the approaches and techniques they need to manage people more effectively, encourage self-learning and self-development, and prepare them to be ready for unexpected change.</p> <p>The 3 day workshop took place 12 – 14 November 2012, at Lilongwe Sunbird Hotel and attended by 23 participants from 11 CSOs.</p>
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2. Major Trip Accomplishments: Should include the major programmatic goals realized, relevant metrics, and stories of impact from the trip.

The interactive workshop used a combination of mini-lectures, individual and group exercises, plenary discussions and case studies to cover a broad range of topics on effective supervision including:

- Categories of effective supervision and effective supervisor toolkit
- Giving and receiving feedback
- Manager as coach paradigm
- Coaching principles and techniques
- Developing conversation skills to develop workplace challenges
- Supervisor competency self-assessment inventory

On the last day of the workshop, each participant took a supervisor competency self-assessment and used the findings of the assessment as well as the pre-workshop survey results from their own staff to identify at least three areas of weaknesses, and develop a personal development plan that they will work on for the next six months (end of June 2013). Each participant (per CSO) was assigned an AIDSTAR-Two staff member or consultant to provide follow-on support to ensure implementation. Ummuro will remotely support the participants from YONECO and CAWVOC.

3. Next steps: Key actions to continue and/or complete work from trip.

Description of task	Responsible staff	Due date
1. Provide on-site and/or remote follow-on support to the CSO teams with their personal supervision competency improvement plans	Local AIDSTAR-Two team and Ummuro	Once a month – starting early Feb, 2013
2. Compile and submit report on supervision workshop	Thoko and Leonard	Jan 30, 2013

4. Contacts: List key individuals contacted during your trip, including the contacts’ organization, all contact information, and brief notes on interactions with the person.

See contact sheet attached.

Name	Contact info	Home organization	Notes
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5. Description of Relevant Documents / Addendums: Give the document’s file name, a brief description of the relevant document’s value to other staff, as well as the document’s location in eRooms or the MSH network. Examples could include finalized products and/or formal

presentations, TraiNet Participant List, Participant Contact sheet, and Meeting/Workshop Participant Evaluation form are examples of relevant documents.

File name	Description of file	Location of file
Deck of Power Point slides Day 1 Day 2 Day 3		
List of Participants		