HUMANITARIAN SUPPLY CHAINS COMMUNITIES OF PRACTICE

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RECOGNIZING THAT ….

✦ The global and regional blueprint for professionalization of the humanitarian profession is moving forward rapidly*

✦ Humanitarian assistance is a multidisciplinary discipline with specific obligations discipline-to-discipline; disciplines are highly integrated

✦ A system of "accountability, quality control, reporting, registration, certification & coordination" is <u>inevitable</u>

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*Walker, P, Hein K. *Health Affairs*, 2010

PROFESSIONALIZATION:
Yes or NO?

No?
8%

Yes?
92%

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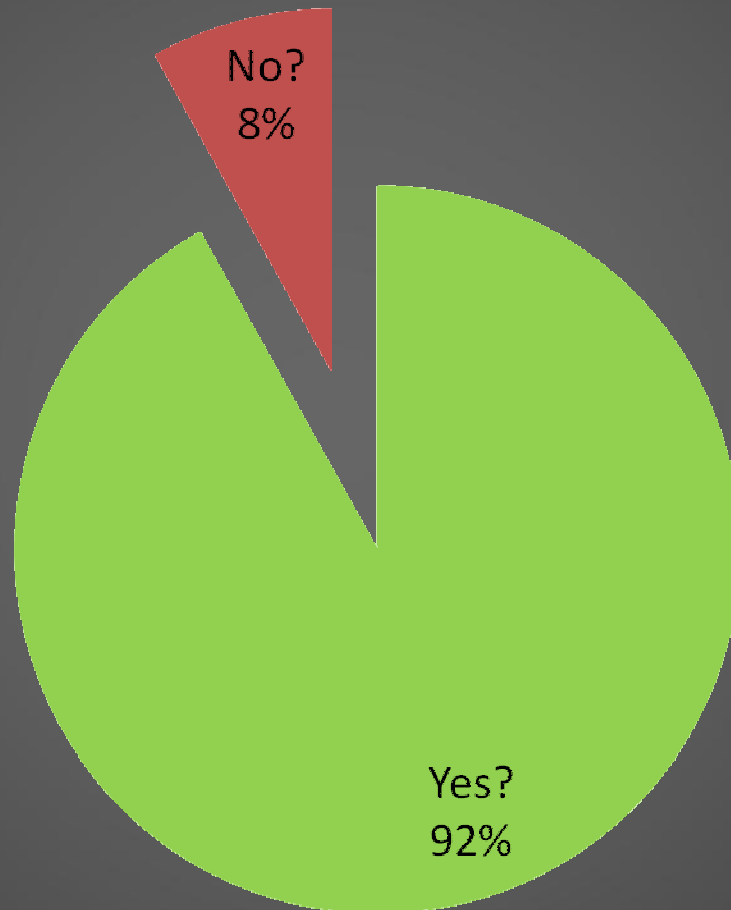
Global Perspective of Humanitarian Training and Education
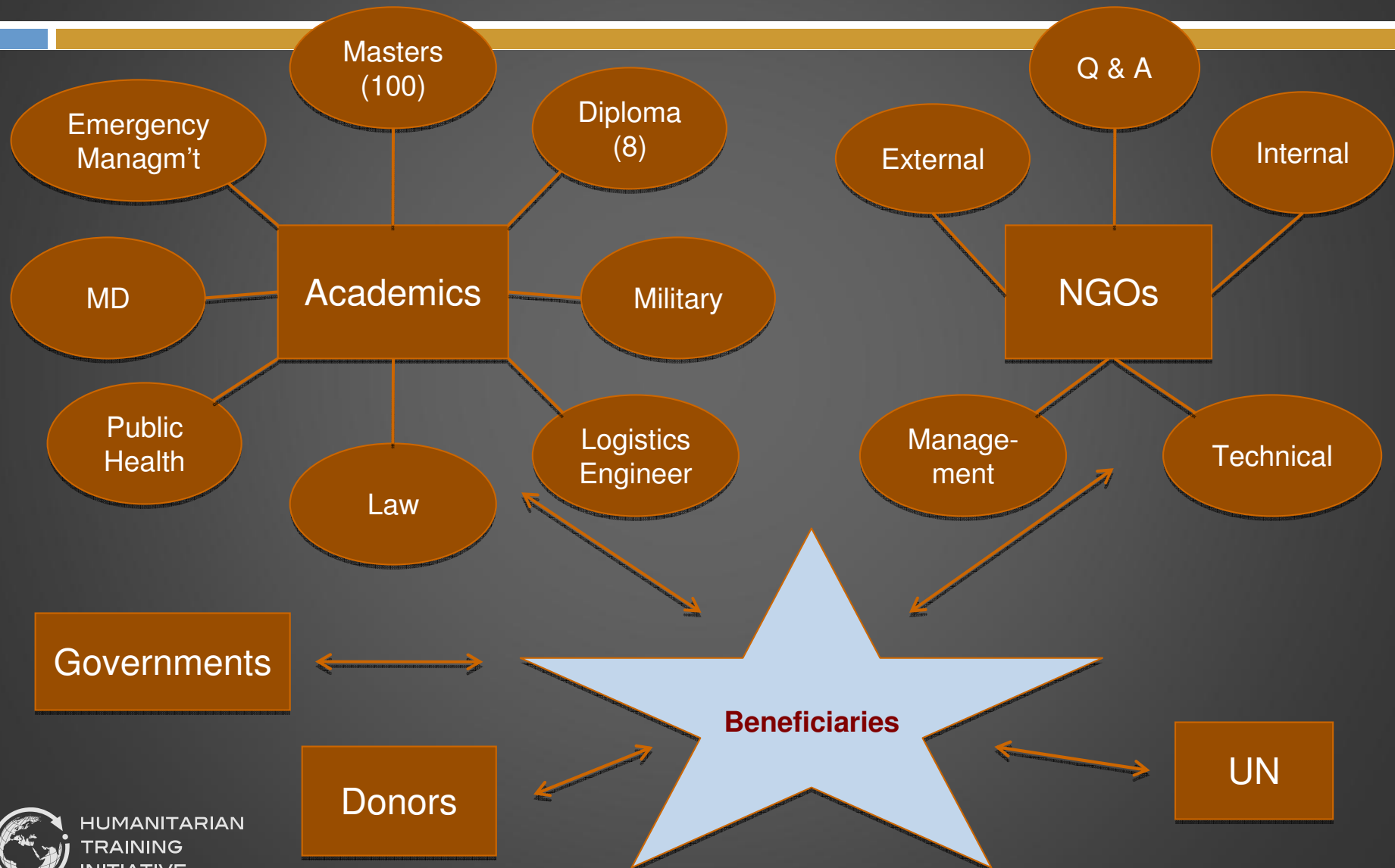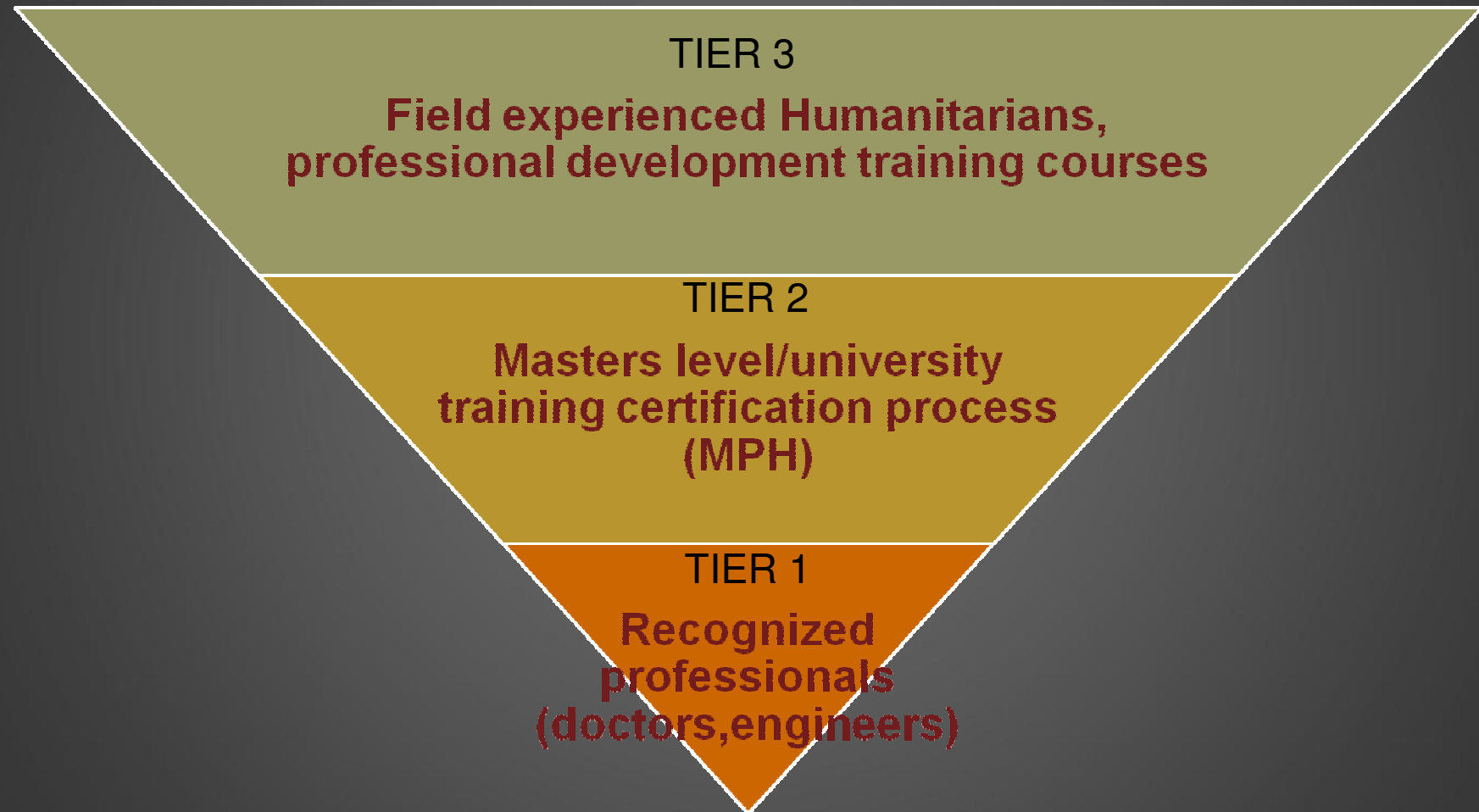
Core Humanitarian Competencies Framework

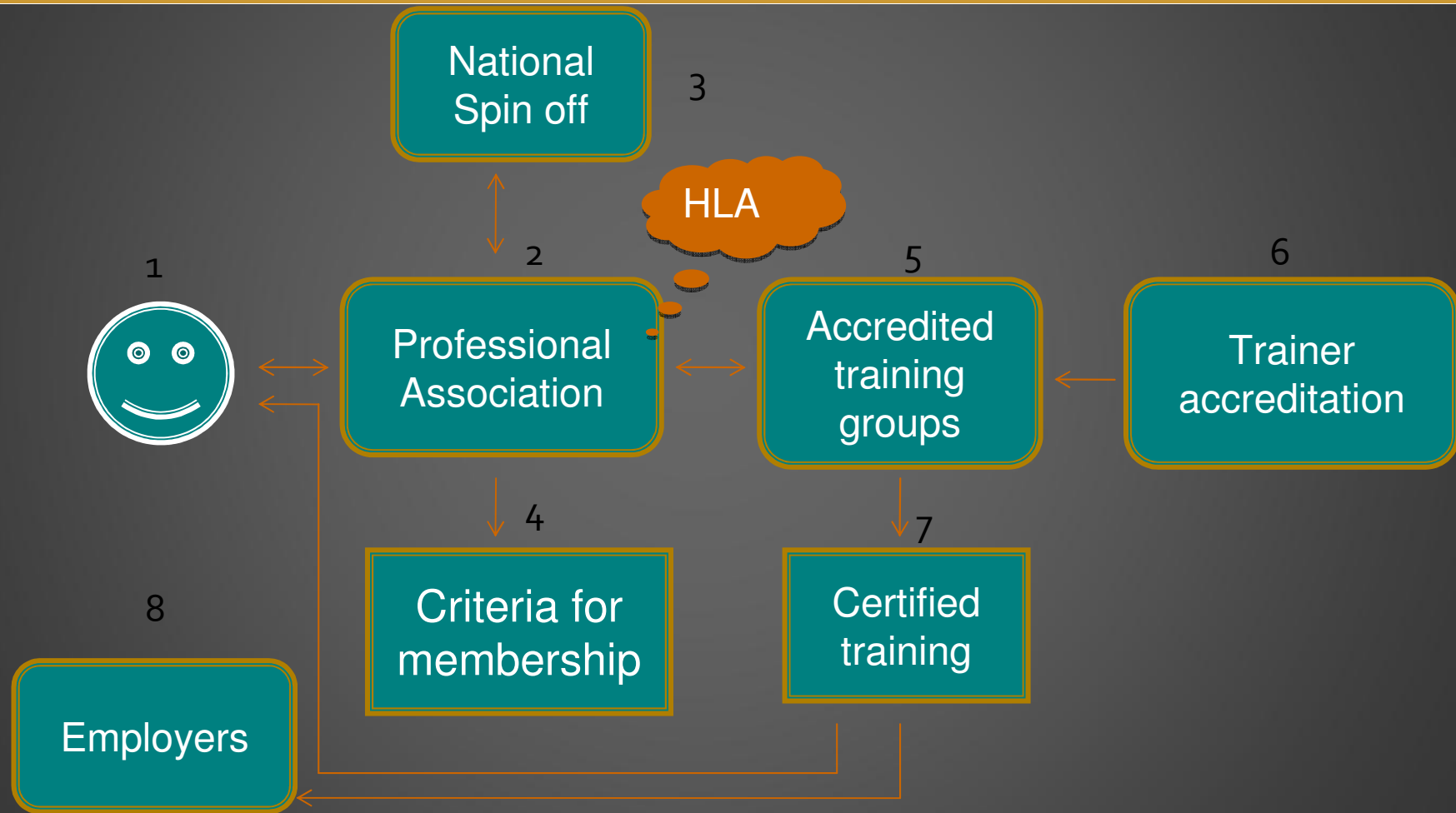## Keeping disaster and conflict affected people at the centre of what we do

cbha

Competencies	Understanding of humanitarian contexts and application of humanitarian principles *Behaviours to use resources efficiently and effectively to achieve results, considering the need for speed, scale and quality* *Key issues and practices impacting current and future humanitarian interventions*	Achieving results effectively *Behaviours to use resources efficiently and effectively to achieve results, considering the need for speed, scale and quality*	Developing and maintaining collaborative relationships *Behaviours to develop and maintain collaborative, coordinated relationships at times of heightened complexity and risk*	Operating safely and securely in a humanitarian response *Behaviours required to take responsibility to operate safely in a pressured environment*	Managing yourself in a pressured and changing environment *Essential personal behaviours required to operate effectively within a humanitarian context*	Leadership in humanitarian response *Seeing the overall goal within the changing context and taking responsibility to motivate others to work towards it, independent of one's role, function or seniority.*
Core Behaviours for all staff in humanitarian response, informed by skills and knowledge	**The humanitarian context** Demonstrate understanding of phases of humanitarian response including preparedness and contingency, DRR, response and recovery Apply understanding of the political and cultural context and underlying causes of the humanitarian crisis Demonstrate understanding of the gender and diversity dimensions of humanitarian situations Keep vulnerable people at the centre of the humanitarian response **Applying humanitarian standards / principles** Ensure that programme goals and activities uphold the principles of the key national and international humanitarian frameworks, codes and commitments under which humanitarian organisations operate Demonstrate understanding of your role and that of your organisation and others within the humanitarian system	**Programme quality** Demonstrate understanding of agency project cycle management Participate in the design and implementation of effective projects and programmes **Accountability** Collect, analyse and disseminate information to and from communities and other stakeholders Demonstrate accountability to partners and disaster and conflict affected people and communities **Decision making** Demonstrate flexibility to adapt plans and make decisions in rapidly changing environments Demonstrate understanding of when a decision can be taken and when to involve others Consider the wider impact of the decisions you make in your work to achieve positive results **Impact** Maintain focus on delivery of timely and appropriate results using available resources	**Listening & dialogue** Actively listen to different perspectives and experiences of stakeholders Establish and maintain clear communication and dialogue with disaster and conflict affected people and other stakeholders **Working with others** Contribute positively in the team to achieve programme objectives Share appropriate information and knowledge with colleagues and partners as and when appropriate Actively participate in networks to access and contribute to good practice Challenge decisions and behaviour which breach the ICRC/NGO and individual agency Codes of Conduct	**Security context and analysis** Identify and communicate risk and threats and minimise these for you and your agency **Personal safety & security** Build and maintain a reputation in line with humanitarian standards and acceptance for your work Take appropriate, coordinated and consistent action to handle situations of personal risk and situations of risk for others Reduce vulnerability by complying with safety and security protocols set by your organisation and contextualise appropriately to local scenarios Champion the importance of safety and keep the safety of colleagues and team members in mind at all times **Minimising risk to communities and partners** Take measures to do no harm and to minimise risks for your partners and the communities you work with	**Resilience** Recognise stress and take steps to reduce it Remain constructive and positive under stress to be able to tolerate difficult and sometimes threatening environments Remain focused on your objectives and goal in a rapidly changing environment Able to adapt to changing situations Keep yourself emotionally stable when helping others **Maintaining professionalism** Take responsibility for your own work and for the impact of your actions Plan, prioritise and perform tasks well under pressure Maintain ethical and professional behaviour in accordance with relevant codes of conduct Demonstrate personal integrity by using one's position responsibly and fairly	**Self-awareness** Show awareness of your own strengths and limitations and their impact on others Demonstrate understanding of your skills and how they complement those of others to support team effectiveness Seek and reflect on feedback to improve your performance **Motivating and influencing others** Communicate humanitarian values and motivate others towards them Inspire confidence in others Speak out clearly for organisational beliefs and values Demonstrate active listening to encourage team collaboration Influence others positively to achieve programme goals **Critical judgement** Analyse and exercise judgment in new situations in the absence of specific guidance. Demonstrate initiative and ingenuity

Model for Humanitarian Professionalization

TIER 3

Field experienced Humanitarians, professional development training courses

TIER 2

Masters level/university training certification process (MPH)

TIER 1

Recognized professionals (doctors, engineers)

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Peter Walker

What might the system look like?

National Spin off

3

HLA

1

2

5

6

Professional Association

Accredited training groups

Trainer accreditation

4

7

8

Criteria for membership

Certified training

Employers

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Walker, et al ELHRA

A Collaboration Diagnostics Tool

Review → **Select**

Value Creation Opportunities

Collaboration

Management Levers

Organizational Barriers

Implement

Identify
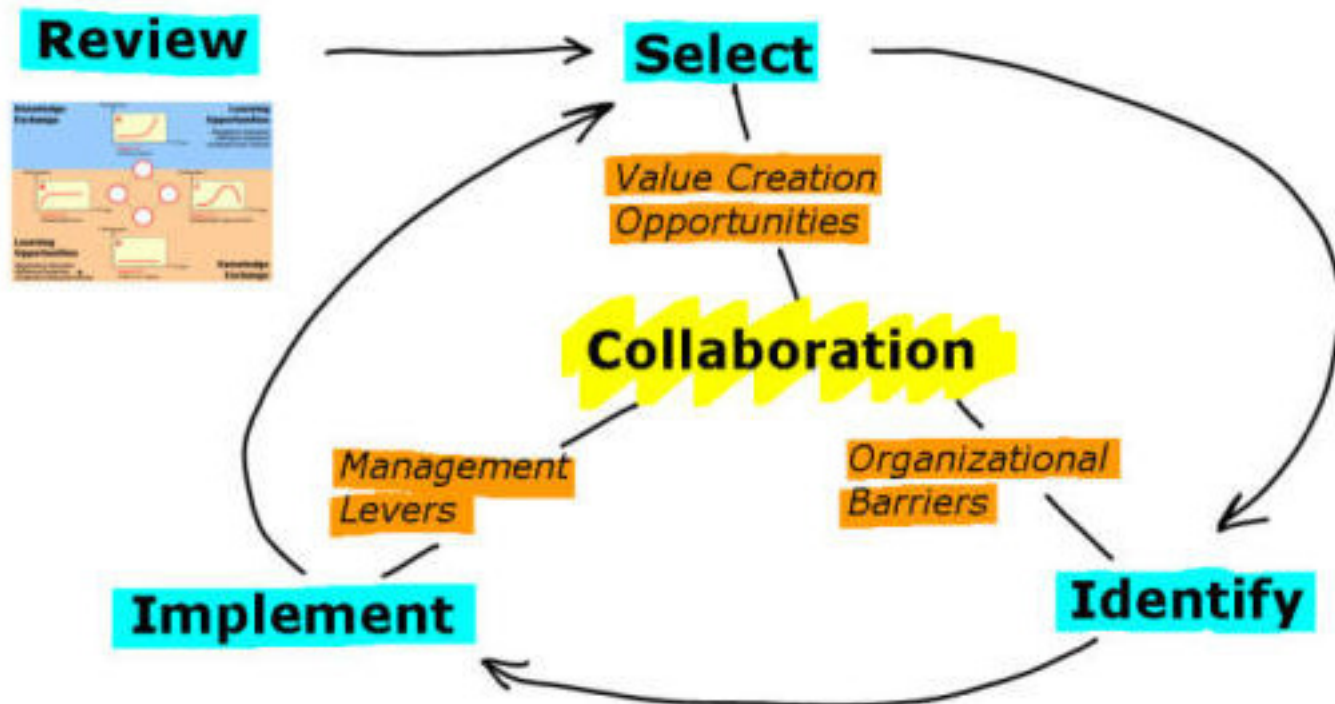
Adapted from J. Collins « Good to Great », 2001 and M. Hansen, « Collaboration », 2009.

- **Collaboration Diagnostics Tool** (pdf)

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http://www.calt.insead.edu/eis/sites/HLAWorkshop2012/

Experiencing Web 2.0

Key Trends:
> Towards Video-based Communication
> Towards Network-centric Navigation

http://www.calt.insead.edu/eis/GMPWin/
Register online, Key: lab1

Click here to enter WIN: http://www.calt.insead.edu/eis/GMPWin
(the first time you will need to Register)

CrisisTube: http://www.calt.insead.edu/eis/l4s/crisistube/

Barriers for professional organization/HLA/communities of practice

- Non-motivated

- Threat of stealing and taking credit

- Competitive

- Age issue: young are social media savvy

- "how you look" can be embarrassing

- Level of transparency of data may not inform clients

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Incentives for professional organization/HLA/communities of practice

- Professional experience is valued
- Ability to share information has value and recognition

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Practical suggestions for professional organization/HLA/communities of practice

- Virtual community
- Job/Tenders opportunities
- Incentivization to get recognition, endorsement, certification
- Training opportunities
- Identify common issues/themes
- Ability to interact and ask questions
- Get a service, something back
- Connect supply and demand
- Provide a "map" of information

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What can we create through collaboration?

- Experience
- Training
- Practical Tools
- Information on Emergencies, cross-sector
- Hands-on experience, practice of theroy
- Management of increasing volumes of information (emails)
- Networks

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Recommendations in creating professional organization/HLA/communities of practice?

- ✦ Get people to share
- ✦ Facilitate knowledge transfer
  - ✦ Access
  - ✦ Quality of information
  - ✦ Technical tools
  - ✦ Practical, "how – to" videos
- ✦ Encompass least experienced to most experienced
- ✦ What are best practices
- ✦ Define functional capacity
- ✦ Having fail safe mechanisms when tech doesn't work
- ✦ Tech support
  - ✦ Blog, advice, recognizing critical mass and traffic are barriers

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Recommendations in creating professional organization/HLA/communities of practice?

- Define Competencies: for logs
- Implement strategies from pre-deployment to deployment to post-deployment
- Define Organizational conduct in disaster

- Develop LOCAL knowledge
- Define wide range of activities
- Develop guidelines/standards
- Develop "LINKEDIN" directory

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