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Case study

The Empowering Children Foundation (FDDDS) is a non-governmental organisation operating in Poland, that tackles issues of violence and sexual abuse towards children.



IMPACT

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Team development solution for communication and leadership

About

FDDDS and Impact Poland have been cooperating for many years. The foundation was originally invited to collaborate as a social partner on Impact development programmes, taking part in Community Action Learning projects with other Impact clients. In addition, using their volunteering days, Impact Poland consultants delivered cooperation and team coaching workshops for the FDDDS team.

As a result of the pandemic, new societal challenges have emerged, and FDDDS now face a huge amount of new work. In this context, the foundation recognised an urgent need for a restructure.

The six-person management board decided to delegate more decision-making responsibility to project coordinators. However, it soon became clear that the team faced huge communication challenges, and numerous differences between the board and the coordinators emerged, causing disruption and impeding collaboration.

FDDDS approached Impact with the intention of building relations within this new group, strengthening leadership capacity, and laying the foundations for successful collaboration and teamwork.

Objective

This solution aimed to support FDDDS leaders through change and to improve the communication between the foundation's management board and its coordinators. Specifically, this involved three main objectives:

- To increase self-awareness, particularly in terms of how team members interact and communicate with each other at work.
- To equip participants with communication tools that will support cooperation on a daily basis.
- To establish a communication contract as a first step towards working and leading together.

Solution

Impact delivered a two-day virtual team development programme, titled 'Open Communication', for 18 coordinators and members of the management board. The programme focused on a number of projects, such as: supporting open communication, building trust, changing attitudes, and improving team understanding and effectiveness.

The workshop began with the introduction of a tool for efficient team communication, which participants put into practice both in small groups and then during a comprehensive virtual project. This foundational communication project was a great opportunity to strengthen relationships and improve the atmosphere in the team.

The workshop also included numerous facilitated group discussions on team relationships, challenges, and long-standing assumptions related to roles. These facilitated experiences were accompanied by powerful self-reflection.

The virtual aspect of this programme further increased its efficiency and impact, allowing anonymity at times when it was needed in order to start sincere, open dialogue.

Result

The solution achieved a breakthrough in team communication and relationships, resulting in:

- Strengthened trust and mutual appreciation.
- Establishment of a practical communication contract.
- Clarification of a common understanding of roles, needs, and expectations.
- Enablement of strategic decision-making and planning.
- Creation of the groundwork for further development of leadership performance.

The solution was so successful that the team has engaged Impact to deliver a follow-on programme, aimed at creating a culture of leadership in the organisation.

Assessment of participants:

9/10 participants agree that the goals of the workshop have been achieved.

8.8/10 participants agree that they will use the conclusions, experiences and knowledge gained in the solution in their daily work.

9.5/10 participants would recommend this workshop to other people in the organisation.