



UNCONSCIOUS BIAS ASSESSMENTS & TRAINING AND COACHING & COACHES DEVELOPMENT

SCOPE OF WORK

Background

The United States Agency for International Development (USAID) is the lead civilian government organization that implements development, disaster and humanitarian assistance programs for the U.S. in countries around the world. USAID's goals include improving agriculture and food security; promoting democracy, governance and human rights; increasing economic opportunities and expanding trade; improving access to and the quality of education and health services; protecting the environment; promoting gender equality; and mitigating conflict. USAID operates through its headquarters office in Washington, DC and through its overseas offices, referred to as "Missions," located in Africa, Asia, Latin America, the Middle East and Eastern Europe. Program and strategy planning are usually done in collaboration with host country governments in the countries where USAID operates or with regional organizations, such as the East African Community and COMESA.

The Mission is currently resourced by a total staff complement of Three hundred and sixty seven (367).

The USAID/Kenya and East Africa Mission has gone through a number of Self Care initiatives since 2014 which includes Coaching for Senior Management Group and Deputy Office Chiefs. The mission would like to open the access to coaching to other staff levels as well as train a cohort of diverse groups of staff to be Coaches within the workplace.

Additionally, in 2017, the Embassy run a Diversity survey resulting to the Mission's need to advance some work on unconscious bias as well as run Train the Trainer (ToT) course for Champions to increase awareness and reduce unconscious bias.

Activity Description

The purpose of the task is to facilitate continued coaching, develop coaching capacity within the mission as well as heighten awareness of unconscious bias work as well as provide Train the Trainer (ToT) sessions to twelve (12) of our staff.

The Vendor will plan and facilitate unconscious bias training and assessments as well as set up coaching panels and building coaching capacity by training internal coaches in Nairobi, Kenya. The aim of this consultancy is to continue the mission self-care and work on diversity and inclusiveness as well as building capacity of leaders and supervisors in embedding accountability and creating a productive environment. Expected outcomes are as follows:

1. UNCONSCIOUS BIAS CAPACITY BUILDING

a) Building Self-awareness on Unconscious Bias:

Provide solutions to aid programme participants (350 staff) in understanding:

- i) Their unconscious biases and how these impact their work.
- ii) How they manage stress, interact with others, approach work task & solve problems.
- iii) Behaviours that emerge during times of stress damaging relationship and derailing career.
- iv) Their core values, goals and interests that determine satisfaction and drive career.
- v) How their characteristics affect the team's performance.
- vi) Feedback mechanisms and process to be applied after assessments
- vii) How to develop a Personal Develop Plan with activities aimed specifically at reinforcing strengths, mitigating derailers, and addressing unconscious bias.

b) Train the Trainer (ToT) for Champions working to reduce Unconscious Bias

Provide solutions to aid the Programme participants (12 staff) in understanding:

- a) Diversity and Inclusiveness as a core value and positive and negative behavioural indicators
- b) The role of Champions in driving the diversity and inclusiveness core value as relates to unconscious bias
- c) How to engage on the topic of unconscious bias within the Mission
- d) How to monitor activities to reduce unconscious bias
- e) How to keep on going engagement and period reporting on unconscious bias

2. COACHING

a) WorkPlace Coaching

Describe an end-to-end workplace coaching solution to be applied; including the following:

- An individual executive coaching solution to address gaps identified through the assessments for self-awareness for senior leaders and managers/supervisors.
- The process for workplace coaching.
- Method for selecting workplace coaches.
- Method for ensuring quality standards are maintained during the coaching programme.
- How USAID/Kenya and East Africa will be updated on the progress of the workplace coaching programme.
- A description of how the impact of workplace coaching will be measured.
- Experience providing similar workplace coaching solutions at senior executive level and supervisory and staff levels.
- Sample profiles of workplace coaches in your coaching panel; such as those that will be engaged in the workplace coaching programme.

b) Coaching Capacity Development:

- i. Propose a solution for coaching skills development training.
- ii. Describe how delegates will be prepared for coaching skills development to ensure learner readiness.
- iii. Describe how employees within the organization will be prepared to be coached.
- iv. Describe how the implementation process for the proposed solution proposed will be implemented.
- v. Describe how the proposed solutions will be sustained within the organization.
- vi. Describe any post-training interventions to be implemented to support participants of the programme.

c) Programme Support and Evaluation

- i. Describe how the impact of the workplace coaching solution will be measured
- ii. Describe how the impact of the coaching skills development solution will be measured
- iii. Describe how the impact of the ToT on Unconscious bias Champions solution will be measured
- iv. Describe how the impact of the unconscious bias awareness training solution will be measured
- v. Describe how reporting will be done for the solutions proposed
- vi. Describe any tools and resources that will be provided to support internal coaches and coachees

| | Evaluation Criteria |
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| A | <p>Minimum of 5 years' experience in provision of leadership development solutions.(attach relevant support documentation)</p> <p>Evidence of at least 5 years of experience in the provision of:</p> <ol style="list-style-type: none"> i. Workplace coaching solutions for senior leaders and supervisors/staff. ii. Evaluation of proposed workplace coaching solutions and follow-up with participants. iii. Developing/Training workplace coaches for senior level leaders and supervisors. iv. Evaluation of proposed coaching capacity development solutions and follow-up with participants. v. Training solutions for Train the Trainer (ToT) on unconscious Bias vi. Training solutions for creating awareness on unconscious bias |
| B | Provide a description of the accreditation and certification status of the proposed coaching solutions; both for training and executive/workplace coaching. |
| C | <p>Submit at least Five (5) reference letters for provision of assessments, leadership development, and impact evaluation of programmes.</p> <p>Submit a case study for the provision of the services proposed.</p> |
| D | Provide a detailed description of your organization and capacity to provide the solutions proposed. |

NOTE:

1. **Period of Performance:** The expected start date is 1st May 2018.
2. **Payment Terms:** Payment will be made upon submission and approval of the invoices on quarterly basis and completion of agreed quarterly work plans.
3. **Vendor Selection:** Different vendors may be awarded different parts of the Scope of Work based on their competence and fit to the Evaluation Criteria i.e. this procurement will be awarded to multiple vendors based on the Evaluation Criteria.
4. **Logistical Support:**
 - i) The Vendor (s) to budget and provide the training materials, their consultant transport, meals and incidental costs.
 - ii) USAID to provide the venue and meals for the group trainings in Nairobi outside USAID premises.
 - iii) The Coaching venues will be in the USAID training rooms and ideas rooms.