



Ways of Working (WoW) and Continuing Professional Development (CPD) Course Catalog

START >

Photo: MSF, Japan, 2024



Welcome ...

This catalog provides information about the **Ways of Working (WoW)** and **Continuous Professional Development (CPD) Programs** open to MSF team members. Explore the catalog to:

- learn about the underlying concepts of the programs
- determine which course is right for you and/or your team members and understand how to enroll
- access additional WoW Resources and information

If you have questions, contact the WoW Program Management Team via email:
wowtraining@newyork.msf.org



Navigation Key



Home Page



Table of Contents



Forward



Back




Clickable Link



Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**



Table of Contents

Click on a button to go to the page



**Ways of Working
Programs Overview**



**Continuing Professional Development (CPD)
Programs Overview**



WoW 1



**Coaching Skills
for Managers**



**Finding my Space in
Multi-disciplinary Teams**



WoW 2



**Delivering
Sensitive Messages**

Pilot: August 2024



**Transformative
Conversations Atelier**



WoW CC



**Facilitating
Discussion Spaces**



**WoW Training
of Facilitators (ToF)**

Table of Contents

Click on the button to follow the link




 Ways of Working Courses Overview	 Continuing Professional Development (CPD) Courses Overview	
 WoW 1	 Coaching Skills for Managers	 Finding my Space in Multi-disciplinary Teams
 WoW 2	 Delivering Sensitive Messages	 Transformative Conversations Atelier
 WoW CC	 Facilitating Discussion Spaces	 WoW Training of Facilitators (ToF)



Table of Contents


Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

WoW Courses Overview



WoW Courses support MSF's operational objectives providing managers and supervisors with the tools and skills they need to strengthen their teams and advance their professional development goals.

Participants explore a range of topics all of which link to applying a 'discussion-based management' approach to building stronger, more inclusive teams.

Throughout the WoW, participants identify specific actions they can take immediately to apply new “ways of working” in their workplaces.

WoW Courses are ...

- delivered in Virtual and Blended (i.e. in-person) formats
- immersive and engaging
- led by experienced WoW Facilitation Teams
- offer access to materials via Tembo (MSF's Learning Platform)
- available in English and French
- WoW 1 is available in Spanish






Table of Contents


Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

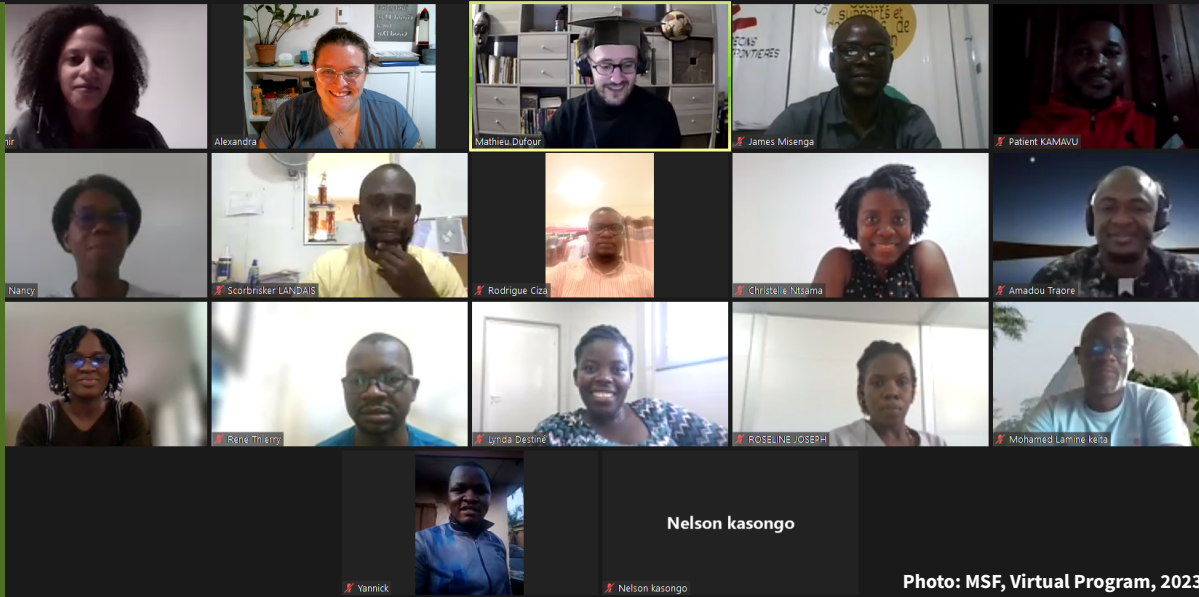
 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**



Attending a Virtual WoW

Participants self-enroll to attend a virtual WoW.

Prior to enrolling, participants should discuss their attendance with their manager to ensure the course fits with their professional development plans and upcoming work activities.

After enrollment, the WoW Program Management Team will contact participants to verify their eligibility, technical requirements, and course expectations before confirming attendance.

Links to self-enrollment are included on the following course description pages



Attending a Blended WoW

Blended courses are delivered in-person and include online learning elements. The HQ, Cell or Coordination Team must make the request for the course on behalf of their teams and must be planned at least 3 months in advance.

The hosting site collaborates with the WoW Program Management Team to plan class logistics, and organize the Facilitation Team's travel, visas, and accommodation.






Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

WoW 1



Objective: Apply essential management practices to supervise and support their team members.

Target Audience

Locally Hired Staff (LHS) and Internationally Mobile Staff (IMS) (IRFFG levels 6–11)
HQ and other MSF Unit supervisors and managers (e.g., Epicentre, CRASH, e-Health)
MoH staff working in collaboration with MSF

Virtual Course Planning

9–weeks x 10 learning hours per week PLUS 1–week break after week 5.

Learning hours include:

- 2 x 3.5–hour sessions per week
- 1.5 hours of pre-work per session

Modules Presented

- Essential Management Practices
- Discussion-based Management
- Intentional Dialogues and Effective Meetings
- Inclusion: From I to We
- Orienting New Team Members
- Time Management
- One-on-One Meetings
- Flexible Activity Planning
- Critical Thinking
- Difficult Conversations
- Decision-making in Action
- The Bilan Cycle
- Applying the WoW



Photo: MSF, Mexico, 2024

Blended Course = 7 days




Click to enroll



Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

WoW 2



Objective: Assess and build cohesive teams to support the implementation of activities in changing environments.

Target Audience

Locally Hired Staff (LHS) and Internationally Mobile Staff (IMS) (IRFFG levels 6–11)
HQ and other MSF Unit supervisors and managers (e.g., Epicentre, CRASH, e-Health)
MoH staff working in collaboration with MSF

Virtual Course Planning

7-weeks x 10 learning hours per week PLUS 1 week 'practice period' between weeks 6 and 7.

Learning hours include:

- 2 x 3.5-hour sessions per week
- 1.5 hours of pre-work per session

Modules Presented

- Strengthening Team Dynamics
- Management Styles
- Inclusion and Team Dynamics
- Conflict Management
- Addressing Professional Development Needs
- Applying the WoW



Blended Course = 5 days




Click to enroll



Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

Objective: Apply a discussion-based approach to team management and deliver operational responses adapted to changing environments.



Blended Course = 7 days

Target Audience

Locally Hired Staff (LHS) and Internationally Mobile Staff (IMS) including:

- Country-based Coordinators, Deputy Coordinators, Project Medical Referents (PMR), and Logistic Team Leaders (LTL)
- Headquarter (HQ) Cell Members and Technical Referents and other MSF Units (e.g., Epicentre, CRASH, e-Health)

Virtual Course Planning

- 7 days x 7 learning hours
- 1.5 hours of pre-work per day

Modules Presented

- Creating Inclusive Learning Environments
- Discussion-based Management
- Discussion Spaces
- Subsidiarity
- Conflict Management
- Social Dialogue
- Decision-making in Action
- Information and your Team
- Building Collective Ownership
- Affecting Change




Click to enroll



Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

Continuing Professional Development (CPD) Overview



CPD Courses reinforce WoW messages and themes, and allow participants to further explore WoW-related content with their peers.

Common themes across WoW and CPD Courses include:

- Inclusion, Empathy and Reflection
- Peer-to-Peer learning and engagement
- Practical application of theories and concepts
- Contextualized materials reflect MSF working environments

CPD Courses are ...

- identified and created based upon WoW Participant feedback
- continually being conceptualized, designed and piloted
- designed by the WoW Learning Center with some designed in collaboration with other MSF sections and teams
- immersive, engaging and led by experienced WoW Facilitation Teams

Coaching Skills for Managers

Finding my Space in Multi-disciplinary Teams

Delivering Sensitive Messages

Transformative Conversations Atelier

Facilitating Discussion Spaces


WoW Training of Facilitators (ToF)



Table of Contents


Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

Coaching Skills for Managers



Objective: Develop team management and leadership skills, assess which coaching skills can be applied to a range of situations, self-reflect and gain confidence using Coaching Skills in a manager role.

Delivery mode

Virtual

Class Size

16 participants

Language

English and French

Target Audience

The link below is open to participants actively working with OCP.

For participants not working with OCP, visit the [Mentoring and Coaching Hub](#) website for more information.

Course Details

5 virtual sessions +

Group Practice and Self-learning activities

Facilitated by MSF Coaches



Photo: MSF, Virtual Program, 2021




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Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

Delivering Sensitive Messages



Objective: Identify and evaluate practical tools and strategies for communicating decisions that require careful handling due to their confidential nature and/or potential impact to a team member.

Delivery mode

Virtual

Blended *with advance notice*

Class Size

16 participants

Language

English

French

Course Details

3 virtual sessions: 4 hours each

Pre-work: 1 hour prior to each session

Target Audience

Open to all WoW Graduates



Photo: MSF, Virtual Program, 2022




Click to enroll



Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

Facilitating Discussion Spaces



Objective: Apply facilitation skills and practice holding Discussion Spaces—an inclusive and collaborative approach teams can take to solve problems and/or make decisions.



Photo: MSF, South Sudan, 2023

Delivery mode

Virtual

Blended *with advance notice*

Class Size

16 participants

Language

English

French

Course Details

6 virtual sessions: 4 hours each

Pre-work: 1 hour prior to each session

Target Audience

Open to all WoW Graduates

Modules Presented

- Creating Space for Discussion Spaces
- Tapping into the Wisdom of your Team
- Essential Facilitation Skills
- Iterative Decision-making + Simulations
- Fostering Group Collaboration + Simulations
- Championing Change




Click to enroll



Table of Contents


Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

Finding my Space in Multi-Disciplinary Teams



Objective: Apply tool and strategies for increased collaboration between teams and to better communicate your team's purpose and impact.



Photo: MSF, Virtual Program, 2022

Delivery mode

Virtual

Blended *with advance notice*

Class Size

16 participants

Language

English

French (2026)

Course Details

4 virtual sessions: 4 hours each

Pre-work: 1 hour prior to each session

Target Audience

Open to all MSF Team Members




Contact the WoW Program Management Team via email to inquire about enrollment



Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

Transformative Conversations Atelier



Objective: Develop skills and practices that foster transformative conversations on topics of inclusion and be better equipped to take action when confronted with discriminatory situations happening in MSF projects.

Delivery mode

Virtual
Blended *with advance notice*

Class Size

16 participants

Language

English and French

Target Audience

Open to all WoW Graduates

Course Details

6 virtual sessions: 4 hours each
Pre-work: 1 hour prior to each session

Modules Presented

- Welcome and Psychological Safety
- Using curiosity to question our assumptions
- Developing a more inclusive mindset
- Seeking and receiving feedback
- Moving beyond past conversations
- Cultivating Transformative Conversations



Photo: MSF, Virtual Program, 2021






Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

WoW Training of Facilitators (ToF)



Objective: Preparing participants to become WoW and CPD Facilitators.



Photo: MSF, Senegal, 2022

Delivery mode

Blended

Class Size

16–20 participants

Language

English

French

Course Details

5 days


- Open to participants identified by MSF as future WoW Facilitators
- The course follows the same pedagogical principles used in all WoW programs.
- Participants learn foundational information about becoming a WoW Facilitator while getting a taste of the ‘WoW experience’
- Participants practically apply learnings during activity simulations.



Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**

Wow Resources

WoW SharePoint Site

English and Français

WoW Resources for Managers

English

Français

WoW Resource Library (Tembo)

English / Français





Table of Contents

Click on a button to go to the page

 **Ways of Working Programs Overview**

 **Continuing Professional Development (CPD) Programs Overview**

 **WoW 1**

 **Coaching Skills for Managers**

 **Finding my Space in Multi-disciplinary Teams**

 **WoW 2**

 **Delivering Sensitive Messages**

 **Transformative Conversations Atelier**

 **WoW CC**

 **Facilitating Discussion Spaces**

 **WoW Training of Facilitators (ToF)**