

# TEARFUND CASE STUDY

The Tearfund logo consists of the word "tearfund" in a white, lowercase, sans-serif font, set against a dark teal rectangular background.

## About Tearfund

Tearfund is a UK Christian relief and development agency based in Teddington. It currently works in around 50 countries, with a primary focus on supporting those in poverty and providing disaster relief for disadvantaged communities. It was in the process of reviewing learning and development across the organisation and was ready and keen to explore new approaches.

## About Assentire®

Assentire was invited to facilitate at an Impact and Effectiveness Matrix Team (I&EMT) development day bringing local, national and global representatives together for an 'alternative' day with the 'Navigating Collaboration' gamification resources and techniques at its heart.

Navigating Collaboration interventions explore the relationship between the collaborative behaviours within the group, the Learning Dynamic and the wider context in which it operates, the Environment Dynamic. By taking into account each individuals' views it enables multiple unique perspectives to be expressed.

## Key Challenges

Tearfund aspires to be a stronger learning organisation and the I&EMT was reviewing and enhancing how it learns as a team and more broadly as an organisation, with 'Collaboration' as one of its Critical Success Factors.

## Questions Raised

- Is Tearfund helping or hindering collaboration?
- How do individuals perceive collaborative behaviours within their group?
- What can the team and the organisation do to enhance collaboration?



# NAVIGATING COLLABORATION

## The Game in Action

Each player used their voting cards to select two of the 10 Dynamic themes that they felt were important to focus on to improve collaboration in their team, such as Motivation, Work-life Quality or Trust.

Next, they expressed where they felt the group needed external support from the wider department or organisation to support this change. The group then identified a singular theme to first direct their focus, shifting from the individual view to a collective focus and consensus.

Finally both insight and high-level action plans were created, with a more detailed feedback report and recommendations following.

## Benefits

Following up with the I&EMT confirmed that they were already creating an effective learning organisation, but they had no way of articulating or quantifying this.

There was clearly a strong sense of teamwork and a willingness to continue to learn and grow. The day had proved stimulating and the report and feedback had enabled them to explore themes more deeply, identify strengths and challenges and consider the strategies they might use to address these.

The event enabled the team to:

- Experience new gamification techniques and tools to introduce effective ways of establishing trust and psychological safety – Essential for strong collaboration, learning, agility and innovation
- Give the regional/global representatives the opportunity to share views, experience and knowledge that would not have readily been expressed or captured in normal working practice
- Identify a range of short and long-term actions for implementation - Tailoring development opportunities to better support the varied workplaces

## Moving Forward

Tearfund have confirmed the future use of the Navigating Collaboration board game by:

- Actively using the game and revisiting their L&D strategy
- Utilising the insights to inform how they engage with the dispersed teams more effectively
- Continually developing opportunities to create a more transparent and psychologically safe workplace
- Considering methods of easily soliciting views of dispersed employees

The day had proved stimulating and the report and feedback enabled them to explore themes more deeply, identify where strengths and challenges lay and consider the strategies, they might use to address these.

