

Annex I

To Request for Proposals N° PCD/08/049



Terms of Reference for the

Provision of Team Building Workshops for WIPO Staff

TABLE OF CONTENTS

1	INTRODUCTION	3
1.1	The World Intellectual Property Organization	3
1.2	The Human Resources Management Department (HRMD)	3
1.3	The Staff Development Section	3
1.4	The Purpose of the RFP	3
2	TECHNICAL REQUIREMENTS	4
2.1	Overview	4
2.2	Main Objectives of the Workshops	4
2.3	Target Audience	4
2.4	Prerequisites	4
2.5	Format	5
2.6	Location	5
2.7	Class Size	5
2.8	Language	5
2.9	Documentation	5

1 INTRODUCTION

1.1 The World Intellectual Property Organization

The **World Intellectual Property Organization (WIPO)** is an intergovernmental organization with Headquarters in Geneva, Switzerland. It is one of the 16 Specialized Agencies of the United Nations System. WIPO is responsible for the promotion of the protection of intellectual property throughout the world.

The Organization has at present approximately 935 regular staff. In addition, there are approximately 250 temporary employees and consultants. The Organization is not subject to Swiss legislation.

1.2 The Human Resources Management Department (HRMD)

The staff members of the Organization are its most important resource, and therefore WIPO is committed to continued investment in their development. The Human Resources Management Department (HRMD) of WIPO includes the Engagement and Development Section, which is in charge of developing training activities for WIPO staff members.

1.3 The Staff Development Section

The objectives of the Engagement and Development Section are to strengthen the competency and efficiency of WIPO staff in management techniques, information technologies and languages and to enhance communication and dissemination of information among staff members.

1.4 The Purpose of the RFP

This Request for Proposals (RFP) is seeking proposals from workforce development consultants and trainers for the delivery and organization of workshops that will improve the team building skills and abilities of WIPO staff.

2 TECHNICAL REQUIREMENTS

2.1 Overview

The spirit of teamwork is essential to the success of any group or organization. The introduction and implementation of team building support as part of the HRMD strategy to empower individuals and to shift the culture of the organization has proven to have had a positive direct impact on productivity and motivation. Other benefits to the Organization include less duplication of work and rework, improved morale, cohesiveness, greater efficiency, and better office communication. Team building also enables groups of people to reach their goals and is a useful exercise when team leaders are faced with managerial challenges or objectives.

2.2 Main Objectives of the Workshops

- To help teams clearly clarify the team goals and objectives.
- To identify those issues which inhibit the team from reaching its goals.
- To address those issues, remove the inhibitors and enable the goals to be achieved.
- Improve communication of managers and staff to improve team spirit.
- Improve managerial and leadership skills.
- Improve morale and goal congruence.
- Improve team ability to solve problems and tap into the hidden potential of staff.
- Improve processes, procedures and humanize control systems.
- Boost motivation.
- Reduce unhealthy conflict and improve support and trust levels among staff.
- Reduce stress in the workplace.
- Improve organizational productivity.

2.3 Target Audience

This course is designed for managers and supervisors with their teams.

2.4 Prerequisites

There are no prerequisites for this course.

2.5 Format

The team building courses shall include a pre-meeting (approximately two hours), a two-day session, a day for individual coaching sessions when necessary (not all participants would participate) and a follow-up exercise (a half-day session). It should also include individual coaching sessions at the end of the 2-day session, when necessary.

2.6 Location

Four (4) training rooms are available on-site at WIPO in the CAM building, consisting of two large meeting rooms and two smaller rooms. Should an off-site location be proposed, please specify the size, location, facilities, equipment included, etc.

2.7 Class Size

Classes shall consist of groups of 5 to 25 people, depending on the team or unit. Please note that a workshop can be set up for two teams if the team sizes are small enough to be accommodated together.

2.8 Language

English and French (preference for training in English with the ability to do presentations and communicate in French would be an advantage).

2.9 Documentation

The documentation provided to the participants should be available both in English and in French. A course attendance certificate or a certificate should be delivered to each participant at the end of the workshop. An individual feedback questionnaire shall be provided to each participant and a general evaluation report delivered by the consultant at the end of the workshop.