



The TeamSTAR Project

AIDSTAR Sector II

The TeamSTAR Project (Team Strengthening to Achieve Results) implemented by the Training Resources Group, Inc. (TRG) is pleased to offer comprehensive organizational development (OD) support to PEPFAR and USG teams at the mission level. PEPFAR teams function in a complex operating environment and face considerable challenges in program implementation, such as:

1. Developing integrated work plans and budgets while ensuring compliance with agency-specific policies.
2. Creating mutual trust and accountability.
3. Maximizing effectiveness and efficiency of program operations while transferring ownership and responsibility for program implementation to host country governments and partners.
4. Leading and managing in an interagency team environment.
5. Speaking with one voice and conveying the vision of the “one USG” in the context of long-standing relationships with national governments and implementing partners.

What Can this Project Do For Me?

The TeamSTAR Project will work with your team to:

- Clarify PEPFAR team leader and team member roles
- Improve communication and collaborative decision-making
- Review and realign the PEPFAR team management structure and systems
- Enhance interagency collaboration
- Increase trust across agency boundaries
- Build team competencies and skills for working collaboratively with partners
- Maximize efficiencies to achieve PEPFAR results

The main objective of the TeamSTAR project is to strengthen PEPFAR teams to operate as one USG and achieve program results. The TeamSTAR project will assist teams by:

- Deploying OD specialists to the field to provide real time support with managing interagency planning and decision-making processes, and building skills to help team members work more effectively within teams, across agency boundaries and with host country partners.
- Developing and disseminating practical, results-oriented, customized OD tips, tools and other resources to better equip PEPFAR teams to analyze and address their own challenges and problems.
- Providing executive coaching and virtual support to team leaders at all levels within the country team to support them with setting direction in conjunction with partners, aligning agencies within the USG to achieve higher levels of collaboration and responding strategically to

In working with your team, TeamSTAR OD Specialists function as impartial facilitators, focused on the team’s need, and priorities. We also realize that creating and working as a unified interagency team takes time and commitment. Therefore, the assistance provided under the TeamSTAR is not limited to one visit in country—rather, the assistance will be provided over a time frame agreed upon with the

team. In between trips to the countries, we will provide virtual coaching to support the application of team development skills and tools.

Menu of Services	
Service	Examples
<p>Team Inventory: We help teams take stock of strengths and areas for improvement.</p>	<ul style="list-style-type: none"> • Take inventory: We will work with your team to identify key strengths and areas for improvement. • Develop performance indicators: Based on the inventory, we will create indicators that will be used to track team progress in key performance areas over time and help ensure improvement. • Create tools to improve performance: We will develop tailor-made tips and tools that will lead to performance improvement and make your team more efficient.
<p>Facilitation: We provide expert facilitation of team, partner and stakeholder meetings, and facilitate COP, Partnership Framework and other planning processes.</p>	<ul style="list-style-type: none"> • Strategic thinking and planning workshops and meetings for PEPFAR teams and stakeholders to develop critical deliverables such as the COP, Partnership Framework, and/or implementation strategies. • Team building retreats to clarify roles and responsibilities of team members, improve communications, and define individual and agency roles. • Partnership development workshops that help organizations successfully work together. We work with partnerships that are just forming, those that have gone awry and require assistance in getting back on track, and those that have existed for awhile but are looking to change direction.
<p>Customized Training: We offer customized training that gives staff members the skills and knowledge needed to be more effective in their jobs.</p>	<ul style="list-style-type: none"> • Workplace communication • Performance management • Collaborative decision-making • Leading and managing interagency teams • Conflict management • Working effectively with host country partners
<p>Executive Coaching and Virtual Support and Consultation: We offer ongoing coaching, guidance, and advice to PEPFAR team members.</p>	<ul style="list-style-type: none"> • Build leadership and management skills: We coach individual team members to develop these critical skills. • Develop leadership and management competencies: We work with staff to identify the key competencies for successfully leading the team and organization (PURPOSE?) • Enhance skills for desired organizational change: Our team can help team leaders develop skills to improve team performance and bring about desired organizational change. • Follow-up sessions: We will continue to work with team members to reinforce learning through follow-up sessions and self-study resources.
<p>Management Structures & Systems: We work with you to address and improve common management challenges.</p>	<ul style="list-style-type: none"> • Analysis of work processes: We will assess team functions, such as communications flow, information management, and decision-making processes and make recommendations for improvement. • Problem solving: We can identify long-standing problems and conflicts among teams and team members and work to resolve them. • Policy Development: We will work with your team to review and update Operating Procedures, helping to make teams more efficient. • Staffing Structures: We can work with your team to create efficient lines of responsibility that will result in high team morale, efficiency and impact.

If you are interested in accessing the services this project offers, we encourage PEPFAR teams to develop a scope of work based on the menu of services below/above and your own program needs. Forward the scope of work to the TeamSTAR project COTR, Christian Fung (cfung@usaid.gov). We look forward to working with you and your team!