Challenge Solution Proposal

Accelerator Lab Team

29/09/2020

**Summary**

Bellow are the list of challenges proposed by Tjark Egenhoff to the Accelarator Lab team alongside proposed solutions to help resolve issues faced.

**Challenges**

* **Challenge 1**: come up with a way to introduce the Acc Lab team to the UNDP all staff. *No need to action as HR as sent out an email to all staff on Friday 25th September.*
* **Challenge 2+3**: come up with a way to diminish tension between **Programme** teams and **Operations** teams – come up with way to diminish tension between national and international staff.
  1. Suggestion 1: develop compulsory team building exercises which engage all teams from the premises, to problem solve an issue neither is familiar with. The teams would be randomized to include at least a team member from each section and preferably different nationalities. The problem-solving tasks would be developed externally in the interests of transparency. – Direct affect to interpersonal relationships

*Building on suggestion 1*: to develop problem solving exercises in relation to the ongoing project “UNDP *open space plan”*.Spatial qualities have been proved to have an influence on teamwork and it would be interesting to incorporate the view of the staff on how to improve the spatial organization of the office to better the communication between work colleagues. – Direct affect to architectural aspects of daily relations/interactions.

* **Challenge 4**: come up with update for relationship between staff and clinic – an app that also supports booking?
  1. Suggestion 1: Develop the terms of reference of what **must** be included in the app. Create a competition for external tech “savvy” stakeholders to develop a smartphone app, whichever stakeholder wins the prize can be responsible for developing the app which will later be used by the clinic including our terms of reference.

\**terms of reference include, but not limited to: full name, number, address, email address, section, symptoms, emergency contact, clinic availability slots. Data collected can later be compiled into database to track and trace cases within PNUD.*