

**Global Organisation for Humanitarian Work Psychology
Executive Board Annual Report (2015-2016)
Submitted to Membership :**

Executive committee members:

Chair:	Ashley Hoffman
Vice Chair:	Drew Mallory
General Board Members:	Christopher Beukes Mary O'Neill Berry Stu Carr Tom Diamante Bobbie Murray
Student Representative:	Laura Sywulak Sheridan Trent/Nicholas Smith

Summary of report

Action Items Completed (See Section D):

- *Member engagement and value*
 - *Provided structured volunteer opportunities for members to work with SIOP-UN team's SDG matrix, as well as organisational logistic needs*
 - *Created branded templates for communication and saw increased use of social media platforms*
 - *Created job board on website for member access*
- *Networking and advocacy*
 - *Approached many like-minded organisations to begin partnership discussions*
 - *Provided opportunities for non-GOHWP members to learn about and engage with GOHWP issues, including book launch, SIOP events, Project GLOW*
- *Organisational issues*
 - *Began the process of organisation registration through US channels*
 - *Completed website overhaul for updated look and better mobile accessibility*
 - *Reinstated listserv communication function for member-to-member communication*

Key Recommendations for Incoming Executive Board (See Section E):

- *Continue to develop:*
 - *Complete process of organisation registration*
 - *Implement regional and student-based GOHWP groups*
 - *Provide more hands-on opportunities for membership engagement*
- *Consider focusing on:*
 - *Joining UN Global Compact (once registered)*
 - *Connecting members with organisations for pro-bono intern/job opportunities*

A. Purpose of Report:

The of this report is to provide GOHWP membership an update on the activities undertaken by the Executive Board over the past 12 months, since elected, and to provide recommendations for the incoming Board.

B. Background

Per the GOHWP by-laws, elections were held in October 2015 to elect the current Executive Board for the organisation. This Board took over responsibility for leading the organisation from the previous Executive Board on 1 November 2015.

Per the by-laws, the Executive Board consists of:

- Chair (term: 1 year)
- Vice-Chair (term: 1 year)
- General Board Member (term: 2 years, offset terms) (x6)
- Student Representative (term: 1 year)

Board members agreed to work around the following seven areas of work (portfolios):

- Advocacy (Stu Carr, Mary O'Neill Berry)
- Membership (Christopher Beukes)
- Organisational Issues (Bobbie Murray)
- Website (Drew Mallory)
- Student issues (Sheridan Trent/Nicholas Smith)
- Communications (Laura Sywulak)
- Networking (Tom Diamante)

C. Goals for the 2015/2016 Executive Board

1. Member engagement and value

- a. Provide hands-on opportunities for members to get involved in HWP work
- b. Work toward meaningful, valuable, and timely communication through social media platforms, the blog, the profile system, and email

2. Networking and advocacy

- a. Create strategic partnerships with like-minded organisations by beginning conversations and laying out an action plan for partnership
- b. Develop 1-2 large-scale projects or visible events to engage and inform non-members

3. Organisational issues

- a. Work toward registering the organisation as a formal non-profit/membership organisation
- b. Improve web presence and branding

D. Action Items completed

1. Member engagement and value

Related portfolios:

Vice Chair (Drew Mallory)

Goals

- 1. Work with member volunteers to initiate projects*
- 2. Liaise with SIOP in order to strategize on appropriate method of collaboration*

Progress Update:

- 1. The first half of the year saw the first ever GOHWP volunteer list developed, along with the first international web call. Volunteers were organized into teams, with key leaders overseeing the work of volunteers on a test project cataloging HWP-related resources pertaining to the United Nation Sustainable Development Goals. Several coordination issues hindered the sustainability of the volunteer effort, including the loss of the student representative and certain key volunteer leaders. This information will be communicated to the incoming board members in charge of these activities.*
- 2. Weekly calls with the SIOP-UN committee were held, leading to several GOHWP/SIOP-related shared projects, including the attendance of GOHWP leadership at a SIOP-organized conference on corporate social responsibility, the GOHWP volunteer initiative, and the use of the SIOP/UN SDG data collection tool.*

Communication (Laura Sywulak)

Goals

- 1. Keep social media sites linked and active, sharing media at least 1x per week (not necessarily original content)*
- 2. Publish 2 - 3 newsletters per year (Jan, May, Dec)*
- 3. Monthly blog post*
- 4. GOHWP Branding*
- 5. Document and formalize GOWHP communications strategy*

Progress Update:

- 1. Media was shared regularly by both board members and GOHWP members and updates were consistent across LinkedIn, Twitter, and Facebook to reach a broader audience. Social media posts should continue at least weekly to keep our social media audience engaged in our sites. More board members should be active on social media to make sure that a broad set of information and materials is shared with membership.*
- 2. Spring 2015 and Fall 2016 newsletters were published. This bi-annual cadence seems appropriate at this time based on the board's level of activity. The newsletter was used to update members on GOHWP-related news and updates as well as notify them of HWP initiatives in which GOHWP might be interested (conferences, UN SDG work, etc.)*

3. *Blog posts were published approximately once per month. General content includes current events in HWP (e.g., the UN SDGs) and hot topics within the field (e.g., living wage) The strategy was meant to drive more traffic on the blog and add value to GOHWP membership.*
4. *I added the GOHWP logo and branding to all communications (needs to be incorporated into new website) on all possible GOHWP communications. The listserv currently does not include images. I also created GOHWP member buttons for SIOP.*
5. *This year, the focus was to provide timely and relevant material to members through our various media outlets. I will continue to support a more formalized strategy that includes gathering information from members on their needs so we can continue to make sure their GOHWP membership keeps them connected to the field of HWP.*

2. Networking and advocacy

Related portfolios:

Networking (Tom Diamante)

Goals

1. *Create a strategy document to identify key internal issues that require attention before we go to market*
2. *Generate interest in humanitarian organisations*
3. *Identify opportunities for members to engage in humanitarian work*
4. *Reveal the need to establish criteria to “discern” what organisations we will and will not engage*
5. *Identify resources that can build us a relational database so humanitarian needs can readily (and directly) access member interests (and talents)*

Progress Update:

- *Strategic planning document is on Google drive and ready for input/key is identifying not only what we do but also what we will NOT do!*
- *Clarify membership goals – to identify opportunities to do what, where?*
- *Reveal liabilities that require attention such as related to volunteer work or paid/unpaid efforts*
- *University bridges; CUNY, SUNY*
- *Introduce us to State Psychological Associations*
- *Get meetings with senior levels at key, pedigree organisations*
- *To-date:*
 - *Taproot Foundation*
 - *Federation for Protestant Welfare Agencies*
 - *Whitney Museum*
 - *The Clinton Foundation*
 - *Museum of Arts and Design*
 - *Children’s Aid Society*

Advocacy (Stu Carr & Mary O'Neill Berry)

Goals:

1. *Work to provide large-scale, visible opportunities for non-members to learn about and engage with GOHWP*
2. *Create opportunities to publicize and implement the work, research, and practice of GOHWP members and apply this to relevant global needs*

Progress Update:

1. *January 2016. Planned book launch event which took place at United Nations Office in Geneva for "Humanitarian Work Psychology and the Global Development Agenda: Case Studies and Interventions." Editors: Ishbel McWha-Hermann, Douglas C. Maynard, Mary O'Neill Berry. Routledge, 2016. (see Appendix II for [remarks and summary](#))*
2. *April 2016. Discussion leader for presentation by Sean Cruse, United Nations Global Compact, on "Corporate Compliance to Global Principles of Socially Responsible Business," at "The Corporate Social Responsibility Summit: The Micro-Processes of Social Responsibility in Organizations: A Bottom-Up Perspective." Anaheim, CA.*
3. *April 2016. Participated in GOHWP Annual Meeting and new member outreach, held in conjunction with SIOP Conference, Anaheim, CA.*
4. *Ongoing. Continued publicity for GOHWP at above events as well as at Psychology Coalition of NGOs Accredited at the United Nations (PCUN) Planning Committee meetings and events, and at Ninth Annual Psychology Day at the United Nations, New York, NY.*
5. *2016 GOHWP-related publications: "Guidelines for Implementing the Sustainable Development Goals." In GOHWP Newsletter, Spring; Interviewed (along with Lori Foster) for article: "This new psychology field focuses on underserved populations." Heather Stringer in American Psychological Association Monitor on Psychology, 47 (4), 61.*
6. *Ongoing: Project GLOW (Global Living Organisational Wage) research, teaching, and advocacy project up and running with hubs in cities and communities globally, including 25 countries, to provide shared study of living wage psychology across the world.*

3. Organisational issues

Related portfolios:

Organisational issues (Bobbie Murray)

Goals

1. *Develop organisational knowledge, skills, abilities, and other attributes (KSAO's)*
2. *Develop organisational core competencies*
3. *Establish a networking relationship between the Command and General Staff College (CGSC) and GOHWP*

Progress Update

1. *KSAO's completed and submitted.*

2. *Working core competencies with a focus on change, people, results, business acumen, and building coalitions*
3. *Continue to work the most effective approach to a networking relationship. Suggestions include GOHWP representative attendance at the CGSC annual Ethics Symposium and panel representatives during the annual CGSC Ethics Symposium. Additionally, recommend GOHWP one –two day participation during CGSC course electives focused on tactical, operational, and strategic humanitarian efforts. Moving through the approval process to authorize GOHWP involvement with a variety of CGSC initiatives.*

Webmaster (Drew Mallory)

Goals

1. *Redevelop the GOHWP website to reflect a modern and more accessible approach*
2. *Fully incorporate member profiles into website in searchable, accessible format*

Progress Update:

1. *Updating the website involved purchasing certain required elements from the WordPress and redoing virtually all of the pages of GOHWP.org. From the feedback of members and others, it was also deemed necessary to incorporate refreshed visuals and a new feel to the site, which was deployed with most of the major errors removed. The mobile version of the site still requires additional work. Visits to the website have increased significantly since the site's revisions. The resource library was not able to be updated, yet, due to limitations of the site.*
2. *Profiles were updated and incorporated into the website, with several iterative updates increasing the functional uses of the search options. The website was updated to better allow for ease of member use. Subsequent efforts should focus on creating member involvement and use of the profiles as a networking and collaboration tool in order to better utilize the potential value.*

E. Key Recommendations for Incoming Executive Board

- *Continue to develop:*
 - *Continue process of organisation registration*
 - *Complete paperwork and submit to IRS for approval*
 - *Implement regional and student-based GOHWP groups*
 - *Work with strong student leaders to build communities at universities with large membership presence*
 - *Promote brown-bag series, virtual lectures, etc. to reach members and non-members alike*
 - *Using members to complete board tasks*
 - *Consider engaging volunteers for logistical needs (e.g. planning conference events, membership applications, listserv modification)*
- *Consider focusing on:*
 - *Joining UN Global Compact*
 - *Upon registering as a formal organisation, seek membership in UN Global Compact and other similar endorsements*
 - *Connecting members with organisations for pro-bono intern/job opportunities*
 - *Working with organisations to provide experiential learning or employment opportunities for students and professionals alike*

Appendix I: GOHWP Financial Breakdown 11/1/15 - 11/1/16

1. Opening balance
 1. US \$366.82
2. Income- did not solicit income/funding from membership, as we had enough money to cover expenses
3. Expenditures
 1. US \$159.21 (website renewal, including domain registration and webhosting costs)
 2. US \$65.15 (Printing newsletters and handouts for SIOP)

Total: US\$224.36

4. Current balance
 1. \$142.46
5. Expected expenditure
 1. Website renewal, including domain registration and webhosting costs (\$160)
 2. Printing newsletters and handouts for SIOP (\$75)
 3. Organisational registration costs (\$800)

Estimated total expenditure: US\$1035

Appendix II: United Nation book launch remarks and summary

UNOG Library Talk: Book Launch of “Humanitarian Work Psychology and the Global Development Agenda: Case studies and interventions”, edited by Ishbel McWha-Hermann, Douglas C. Maynard, Mary O'Neill Berry

26 January 2016

UNOG Library Talk: book launch of “Humanitarian Work Psychology and the Global Development Agenda: Case studies and interventions”, edited by Ishbel McWha-Hermann, Douglas C. Maynard, Mary O'Neill Berry

Welcome remarks delivered by Mr. David A. Chikvaidze,
Chef de Cabinet on behalf of Mr. Michael Møller
United Nations Under-Secretary-General
Director-General of the United Nations Office at Geneva

UNOG Library Talk: book launch of “Humanitarian Work Psychology and the Global Development Agenda: Case studies and interventions”, edited by Ishbel McWha-Hermann, Douglas C. Maynard, Mary O'Neill Berry

Tuesday, 26 January 2016 at 1 p.m.
Library Events Room (B-135), Palais des Nations

Dear Telma Viale,

Dear colleagues and friends:

I am pleased to welcome you to this UNOG Library Talk to launch the book on “Humanitarian Work Psychology and the Global Development Agenda”. We are very lucky to have with us today several of the authors of the book who will share with us their insights.

Humanitarian Work Psychology is a new field of research, building on the established knowledge in psychology, applying it to humanitarian settings. In different chapters, the book presents findings from case studies in Nigeria, India, Ghana, Hong Kong and Sierra Leone. This collection also builds the bridge to the broader sustainable development agenda, looking at the contributions made by humanitarian work and linking the individual well-being of humanitarian workers with the broader notion of societal well-being.

We live in times of humanitarian crises – 125 million people are in need of assistance. Resources are not living up to real needs. Last year only 52% of humanitarian appeals were funded. In Syria and

elsewhere a shortfall in funding has necessitated a downscaling in services such as food assistance to the population in most dire need.

Humanitarian workers – international and national – are at the frontline of human suffering in emergencies due to war or natural catastrophe. Seeing and feeling the suffering on the spot without being able to provide enough support against overwhelming needs, puts humanitarians under enormous stress. They are often overstretched, work long hours, including weekends, and are close to burn-out. They find themselves in isolated places, away from families and friends who could provide emotional support. They may have to struggle with malaria or other life-threatening diseases. They are also often faced with extremely insecure conditions, witnessing abductions or executions of close colleagues or becoming themselves victims of aggression. Over the past years, the banners of the UN, the Red Cross and Red Crescent Movement or other humanitarian organizations have been less and less able to protect the safety of their staff. On the contrary, the flags of their organizations sometimes have made them even more of a target. These conditions inevitably leave a mark on the psyche of humanitarians. In a survey published by the British newspaper The Guardian 79 % of aid workers said they had experienced a mental health issue and 93 % said these were work-related. This means that as employers we need to provide better support, helping workers to cope with their demanding professional environment. The study of The Guardian also showed that some humanitarian organizations have become increasingly aware of the issue and have been getting better at understanding and handling the special needs of their staff.

This book is one more indicator for a welcome professionalization in this field. It is indeed a timely contribution to help us better manage the working conditions of humanitarian workers, preventing burn-out and providing support in cases of post-traumatic stress disorders or depression. Taking into account the health and well-being of humanitarians, will ultimately help to ensure a more sustainable provision of humanitarian aid. As many humanitarian missions last longer than in the past, it is imperative for the United Nations, as well as our sister organizations in the field, to ensure long-term health and well-being of our most precious resource, our dedicated staff.

Ladies and gentlemen, it is very fitting, that this book should be launched in Geneva, a hub of humanitarian work with a strong link to the field. Thousands of staff on the payroll of organizations such as the Office for the Coordination of Humanitarian Affairs, the United Nations High Commissioner for Refugees, the International Red Cross and Red Crescent Movement as well as other international agencies and countless NGOs have much practical experience to contribute to this discourse – including many of you here in this room.

I hope that the psychological conditions and needs of humanitarian workers will also be taken up at the Humanitarian Summit in Istanbul later this year. For this global discussion, the book provides important ground work.

I salute the authors for the pioneer work they have undertaken and I look forward to hearing more

about the lessons learnt from the field as they will be presented by the authors of the book. Thank you for bringing this topic to the library at the United Nations.

I wish you, an enjoyable event and a good read.

Thank you very much.

**Book Launch at the UN Library Talks – People at the Core:
Humanitarian Work Psychology and the Global Development agenda
Palais des Nations, Geneva, 26 January 2016**

Welcome Remarks – Francesco Pisano, Chief, UNOG Library

Introductory Remarks – Michael Moeller, Director-General, UNOG

List of speakers:

Telma Viale, Director Organizational Development, SRI

Chakib Belhassan, Senior Officer, UNOPS Europe and Central Asia

Lichia Yiu, President, Centre for Socio Eco-Nomic Development (CSEND)

Raymond Saner, Professor Em. In International Relations and International Management, University of Basel and founder of CSEND

Introduction of the field of Humanitarian Work Psychology

Ms. Telma Viale, moderator and author, began with a brief history of Humanitarian Work Psychology (HWP), which evolved from the field of Industrial-Organizational (I-O) Psychology, the study of human behavior in the workplace. HWP applies the theories, research, and expertise of I-O in a pro-social way, improving human well-being and addressing complex issues in the workplace, including discrimination, the treatment of marginalized and vulnerable populations (e.g., the disabled, migrants, the poor, etc.), decent working conditions, and fair and equal pay. The Global Organisation for HWP (GOHWP) now numbers over 300 members in over 30 countries.

The book “Humanitarian Work Psychology and the Global Development Agenda: Case Studies and Interventions,” edited by Drs. Ishbel McWha-Hermann, Douglas C. Maynard, and Mary O'Neill Berry (2016. London: Routledge) illustrates HWP in action across a wide range of topics and global locations; it connects the case studies to the UN Millennium Development Goals (MDGs) and lays the foundation for how HWP can assist in implementing the Sustainable Development Goals (SDGs) and the Global Agenda 2030.

Work environment and psychology of the humanitarian/development worker

Mr. Chakib Belhassan was in Tunis during and after the Arab Spring events, and has operated in such Middle East countries as Jordan, Iraq, Yemen, Syria, Lebanon, and Palestine. He has also covered African countries such as Somalia, Libya, and Congo, as well as countries in transition both in Central Asia and Eastern Europe. His perspectives on humanitarian and development workers included a keen awareness of the impact on them of the working environment – crisis, transition, recovery, and development modes. The psychological issues which may result from these kinds of work experiences include powerlessness, guilt, isolation, demotivation, emotional burnout, stress, grief, etc. He also discussed some of the interventions which support the well-being of workers and help to minimize the negative impacts of these difficult work environments, including teleworking; staff rotation to lower stress environments; and access to psychological support not only in emergencies or during crisis. Further examples of how HWP could help included (i) inclusiveness of workers in decision making; (ii) closing the gap between

HQ and field offices; (iii) strong backstopping and support to workers not only in work-related matters but in personal matters more broadly; and (iv) concrete measures aimed at encouraging workers and recognizing the value of their contributions.

Political and social context considerations in poverty reduction programmes

Raymond Saner spoke about...

Insights on areas addressed by Humanitarian Work Psychology

Lichia Yiu explained how...

Reaching out to Minds and Hearts

Telma Viale spoke about potential contributions by HWP to the SDGs and the broader Global Agenda 2030, both in content and in form. On content, she highlighted the unique opportunity to play a leading role in “building effective, accountable, and inclusive institutions” (SDG 16), and to “revitalize the global partnership for sustainable development” (SDG 17). On form, she emphasized the often daunting and overwhelming narratives around the global development agenda. Hence, to do a better job in engaging stakeholders at all levels, she proposes to look at decision-making processes, tackling both minds and hearts. She reflects on the work of Tversky & Kahneman (Nobel Prize in Economics) and the *framing effect* when constructing key messages and narratives. Based on their research on cognitive bias, people respond to choices depending on whether presented as a loss or a gain. His experiments support that when an issue was positively framed, 72% chose it, while this dropped to 22% when presented negatively. Based on behavioral economic theories, Kahneman distinguishes two phases of decision-making, one being framing, but also a phase of evaluation. In his theory of the *fast mind* (intuitive) and the *slow mind* (analytical), he argues that when making so-called rational decisions our mind continues to rely on impressions, heuristics, most recent things that impacted us, emotions, and biases based on personal experience. Hence, in that analytical phase he establishes a cognitive basis for human error. The discussion centered around tracking engagement and reflecting on the issue of positive framing and on the intangibles behind human actions, the *fast mind*, inviting I-O and HWP psychologists to a multi-disciplinary approach, reaching out to the traditional territory of behavioral economics and cognitive psychologists and seeing how their theories can help in the ambitious transformative 2030 global agenda and the SDGs.