

Management Systems International

Management Systems International (MSI) stands ready to provide facilitation, training, and coaching services through our contract with UNFCCC (UNFCCC C063-15).

MSI Services

For more than 30 years, MSI has worked with multilateral and other organizations around the globe. We have worked extensively with the UN family of organizations to enhance their capacity to achieve their goals, in particular through provision of specialist advisory and training services. As a result of our involvement in practical organizational development, we have created a range of facilitation, training and coaching programs that have been specifically tailored to the needs of UN organizations and other international public-sector organizations. As a specialist in organizational development and performance improvement, we have created human resources development approaches that are “made-to-measure” to the practical operational realities of our partners. In addition to tailoring content to the specific needs of our stakeholders, we are able to deliver services in an extensive variety of blended learning formats, including face-to-face instructor-led training, Webinars, and on-demand eLearning.

A few examples of the many services that MSI is able to provide include:

- Facilitation of strategy, planning, and multi-stakeholder processes and events;
- UN-tailored training such as competency-based interviewing, change management, performance management, supervisory/management skills for technical specialists, unconscious bias or communicating in a culturally diverse environment;
- Executive and leadership coaching, provided either in person or virtually through videoconferencing or teleconferencing;
- Results-based management, strategic planning and monitoring and evaluation courses;
- Teambuilding and organizational strengthening, and;
- Leadership, innovation and other management training.

To access our services, please contact John Haecker, MSI’s technical director for this contract (contact information can be found below).

Tetra Tech Capabilities

In 2016, MSI became a part of Tetra Tech, Inc. (for purposes of the contract, MSI still operates as an independent entity). MSI’s relationship with Tetra Tech provides an opportunity for UNFCCC to access Tetra Tech’s extensive technical expertise. Tetra Tech (www.tetrattech.com) is a leading provider of consulting, engineering, program management, construction management, and technical services. With 16,000 employees worldwide, the Company supports government and commercial clients by providing innovative solutions focused on water, environment, infrastructure, resource management, energy, and international development.

Tetra Tech's work on clean energy and climate change mitigation programs has positioned it as an international leader in low-emission development planning and program implementation in emerging and developing economies. Tetra Tech has been implementing energy efficiency, clean energy, and low-emissions development projects in more than 100 countries worldwide.

Tetra Tech's technical expertise includes areas such as:

- Low-emissions development strategies and planning for energy;
- Greenhouse gas (GHG) emissions inventories;
- Energy and environment legal and regulatory frameworks;
- Energy efficiency and cleaner energy production;
- Renewable energy – biogas, biomass, hydropower, solar, wind, and waste to energy;
- Climate vulnerability assessments and options analysis;
- REDD+ and sustainable land use, and;
- Carbon markets and financing.

MSI's Team

MSI boasts a team of highly experienced specialists in training, facilitation, and coaching that will be able to fulfill the needs of the contract. This team consists of both in-house experts and key associates, based both in the U.S. and in Europe, representing a diverse and global pool of facilitators and trainers. While we understand UNFCCC may sometimes prefer the proximity of European-based experts, travel costs from the U.S. are often cost competitive with internal European flights. Therefore, we offer our team as a collective pool of resources from which we might draw and match the right expertise to the appropriate needs and circumstances within UNFCCC.

Our Project Coordination and Oversight for UNFCCC



John Haecker (Technical Director) is a seasoned organizational development specialist, trainer, facilitator, and executive coach with over 20 years of international experience. His specialties include leadership development, environmental sustainability and innovation, strategy development and facilitation, and organizational performance improvement. He is a certified professional coach and a qualified administrator of a variety of leadership, professional, and organizational assessment tools. His demonstrated record of systematically improving performance and producing results for clients has earned him the Certified Performance Technologist (CPT) designation from the International Society for Performance Improvement. Mr. Haecker holds an M.A. in International Economics and a Masters of Public Administration from the Maxwell School at Syracuse University, and recently obtained a certificate in Corporate (Environmental) Sustainability and Innovation from Harvard University. John is available anytime to discuss UNFCCC needs and can be reached by e-mail at jhaecker@msi-inc.com, or by phone at +1 703 979 7100.

Illustrative List of MSI Trainers, Facilitators, and Coaches

MSI's team for UNFCCC consists of both in-house experts and key associates, based in the U.S., Europe and elsewhere, representing a diverse and global pool of facilitators and trainers. While we understand UNFCCC may sometimes prefer the proximity of European-based experts, travel costs from the U.S. are often cost competitive with internal European flights. Therefore, we offer our team as a collective pool of resources from which we might draw and match the right expertise to the appropriate needs and circumstances within UNFCCC. The list below provides names and brief profiles of some of these experts. MSI has many other experts covering a range of disciplines and approaches. Please contact our project team to discuss the needs for each assignment.

Matthew Alagich (Facilitator/Trainer/Coach) has over 25 years of experience working with international organizations in an extensive variety of training, coaching and consulting capacities. His career began as Office Manager responsible for the Australian Mission to the United Nations, and has since focused on delivering team-based interventions, training programs, leadership and organization change consulting within the UN System. He is certified by the UN to carry out the following programs: Supervisors Skills Development Program; Competency-Based Performance Management and Competency-Based Interviewing Skills; Communications Skills for General Service Staff Parts 1, 2, 3 and 4; Change Management; Coaching; Influencing and Managing Upward; Communicating in a Culturally Diverse Environment; Team Building. Matthew has carried out over 100 team-based interventions covering themes including strategy, communication and cross-cultural communication, work processes, feedback, client/partner relationships and systems thinking. Now residing in France, Matthew's training workshops, consulting, team-based interventions and coaching are carried out in English or in French. (Country of residency: France)

Christopher Bathon (eLearning Specialist) is an experienced technical developer of eLearning and online training materials. Mr. Bathon has designed and developed graphical and technical elements for six eLearning courses for USAID clients that have covered an array of subjects, focusing on both knowledge transfer and skills development. Using the Adobe eLearning Suite, Mr. Bathon focuses on creative user interactions to increase retention as well as to promote increased engagement with course materials. He is experienced with integrating courses into existing learning management systems, as well as developing custom solutions for hosting content and tracking user participation and successful course completion. (Country of residency: United States)

Bob Fitch has more than 15 years of experience in international organizational development, and more than 10 years in change management. His has conducted work in all regions of the world, encompassing the public, private and not-for-profit sectors. This includes all aspects of strategic change, from the conception of a case for change and responsive strategy through to developing, monitoring and adapting the implementation plan. Mr. Fitch's approach is to work closely with stakeholders and build their capacity to plan and manage change, continually transferring skills so that organizations are better able to cope with change in the future. He has employed varied quantitative and qualitative research techniques, including extensive stakeholder consultations and visioning exercises, using evidence to help leadership teams develop shared understanding of what will work best. He is currently performing work as an advisor for Ethiopia's Climate Resilient Green Economy strategy, and also working with UNDP's management consulting team as a senior change advisor. The scope of Mr. Fitch's past work

for UN entities includes providing advice on strategic positioning, functional alignment and resourcing, and exploring the role of organizational culture – including values and behavior – on organizational and individual performance and resilience. (Country of residency: United States)

Helen Goodall (Facilitator/Trainer/Coach) has more than twenty years of experience as a coach, mentor, mediator, facilitator and trainer. Ms. Goodall has worked with a range of clients in the UK and overseas, including private, public and third-sector organizations. Her work is geared towards developing individual and team capacity and confidence, and improving working relationships. Consequently, her interventions include purposeful coaching, business mentoring, conflict resolution within functional teams, and tailored training and development programs. Ms. Goodall is a qualified mediator and counsellor with a Masters' degree in Coaching and Mentoring, and a post graduate certificate in Professional Development and Fellowship of the Higher Education Academy. As a business woman and having worked at all levels within organizations of all sizes, she has a good understanding of both the strategic and operational workplace challenges that clients face. (Country of residency: United Kingdom)

John Haecker (Trainer/Facilitator/Coach) is a seasoned organizational development specialist and management consultant with over 20 years of international experience across five continents. His specialties include leadership development, environmental sustainability and innovation, strategy development and facilitation, and organizational performance improvement. He has trained technical experts around the globe in topics such as personal leadership, strategic planning, influence, and creativity and innovation, to name a few. He is a certified professional coach and a qualified administrator of a variety of leadership, professional, and organizational assessment tools. His demonstrated record of systematically improving performance and producing results for clients has earned him the Certified Performance Technologist (CPT) designation from the International Society for Performance Improvement. Mr. Haecker holds an M.A. in International Economics and a Masters of Public Administration from the Maxwell School at Syracuse University, and recently obtained a certificate in Corporate (Environmental) Sustainability and Innovation from Harvard University. (Country of residency: United States)

Valeria Kaneva (Consultant/Trainer) is a human resources management consultant with 20 years of international development experience. She specializes in HR strategic and operational improvement delivery, particularly in the areas of HR policy, talent management, recruitment and selection, staff development and training, and workforce diversity. Ms. Kaneva has extensive experience in providing training and coaching services to the international development community, including individuals and the UN family of organizations. She is familiar with the mandate and the operation of the Secretariat of the UNFCCC through an advisory role in 2012, having also worked for a number of other UN entities, including UNIDO, UNICEF, UNDP, CTBTO and UNV. She holds a master's degree in Economics and a post-graduate certificate in Human Resources Management. Aside from her home country, Bulgaria, she has worked in four other EU countries, including Germany. She is fluent in Bulgarian, English and Spanish and has an intermediate command of German and Russian. (Country of residency: Spain)

Drew Lent (Facilitator/Trainer) brings over 30 years of development programming, training, and organizational development experience in diverse sectors spanning health, democracy and governance, environment and economic development in Africa, Asia, and Eastern Europe. Mr. Lent has conducted work for organizations including the United Nations, the United States

Agency for International Development (USAID), the World Bank, the International Labour Office, and various indigenous foundations, associations and training institutions in the USA and Africa. Mr. Lent is an accomplished process consultant with expertise in strategic planning, conference design, team building, management training, group facilitation and organizational development. As a management trainer, he has designed and delivered courses in French and English in strategic planning, management, project design, and evaluation, performance measurement, training of trainers and facilitation skills, team building, emotional intelligence, gender analysis, entrepreneurship development, project design and community development. (Country of residency: United States)

Simon Lewis (Facilitator/Trainer/Coach) has 20 years of experience in the design and delivery of development and training programs in both the international public and private sectors. He has recently completed over 20 workshops in performance management training for UNICEF. Mr. Lewis is a senior trainer in competency-based interviewing and selection skills for UNFCCC as well as the broader the UN System, delivering workshops in multiple formats at UN Headquarters and Offices worldwide, including: New York City, Geneva, Vienna, Addis Ababa, Nairobi and Beirut. He has extensive experience working with middle and senior managers, supervisors and teams, specializing in the development of people management skills including senior management coaching and mentoring, effective facilitation skills, recruitment and selection interviewing skills, leadership (Accredited Facilitator with the Institute of Leadership and Management), and Situational Leadership®, among other areas. (Country of residency: United Kingdom)

Mary Liakos (Trainer/Facilitator) has 20 years of experience in designing, managing, monitoring and evaluating development programs. She is a master trainer, facilitator, and organizational development specialist, designing and leading workshops for NGOs and USAID staff. She conducted workshops for hundreds of USAID staff in program and project management training, overseeing a team of trainers, developing curricula, and instructing courses. From 2001-2006, she worked with USAID's Global Development Alliance where she led over 30 workshops on public-private alliances. She has extensive experience with U.S.-based NGOs and has been involved in over a dozen evaluations of field projects ranging from microenterprise development to agriculture. She holds a Master's in International Affairs and speaks French, Greek and two African languages. (Country of residency: United States)

Hugo Marichales (Facilitator/Trainer/Coach) is a trainer, facilitator, instructional designer and learning coach, with 20 years of experience in the learning and development field. Mr. Marichales has conducted more than 5,000 hours of training and has participated in many different training and learning projects in Latin America, Europe, Africa and Asia. His fields of expertise as a trainer, designer and coach are: training of trainers, individual and organizational learning, change management, leadership, team work, creativity, and dialogue and personal communication. Mr. Marichales is trilingual (English, Spanish, and French), holds a master's degree in Significant Learning, a university diploma in Adult Training, bachelor's degrees in Education Sciences and Marketing. He has been certified as an Ontological Coach since 1997. He has also received intensive training on disciplines such as accelerated learning, narrative coaching, multiple intelligences, and ontology of language, neuro-linguistic programming, brain mapping and cooperative learning. (Country of residency: France)

Joanne Marshall (Facilitator/Trainer/Coach) is a qualified HR Professional (Fellow, Chartered Institute of Personnel and Development) with over 25 years' experience within major

organizations in the UK and abroad. She specializes in HR consulting, change management, the design and delivery of leadership and performance management development programs and competency-based interviewing and selection. Specific areas of expertise include people management skills development, including competency-based interviewing and selection, performance management and appraisal, First Line Manager Development, Situational Leadership, Assessment and Development Centers, Team Development, and Investors in People consultancy. Jo is a senior trainer delivering CBI training to UNFCC and UN staff worldwide. Other recent and ongoing work within the UN System includes the development of a 180-degree competency development system for UNDG Heads of Agency staff serving in the field, serving as an Executive Coach for IAEA, delivery of Teamwork and Team Leadership programs for CTBTO, and design and delivery of Managing Performance for Results UNICEF. Jo appreciates training and team-building in multi-cultural settings, with regular engagements with international organizations including DFID, The Centre for European Perspective, The Centre for International Peacekeeping and multi-national private sector organizations. (Country of residency: United Kingdom)

Gina Teague (Facilitator/Trainer/Coach) is an Organizational Psychologist specializing in the fields of career development, performance management, and executive coaching. Building on her earlier organizational management experience within a multinational financial services organization Gina has, over a 20-year span, designed and delivered consultancy, coaching and training initiatives for a diverse range of organizations, for the past 10 years having been retained on an ongoing basis by the United Nations Secretariat and UNDG entities including UNICEF, IFAD, UNFPA, and UNOPS to present a series of team learning and development programs, and individual coaching sessions. Workshop topics have included: cross-cultural and diversity issues; effective communication; conflict management and negotiation skills; management and leadership training; and career development (including self-assessment, job search skills, reputation management, and networking). She is a senior trainer on MSI's CBI training team, and has also delivered a management development program for IRC (International Rescue Committee) in various African and Middle Eastern countries. Having lived in Brazil for five years while working as an instructor for Citibank, Gina is proficient in Portuguese, as well as in English, Spanish and French. (Country of residency: Australia)

Leif Sorensen (Consultant) is an international development professional with over ten years' experience managing and implementing projects in Organizational Development and Economic Growth sectors. In the last several years, his work has focused on helping organizations improve performance in the context of changing environments and services, particularly through strategic consulting as well as in the management and design of training services. These include providing change management consulting to Papua New Guinea's environmental ministry, developing options for shared services models for UNFPA, and provision of strategic management consulting for UNDP. In addition to strategic and organizational consulting, he has managed multiple training teams delivering performance management and HR development trainings to the UN Secretariat and other entities within the UN System. His other work associated with the UN System has included performance improvement and training projects for UNIDO, UNDP, UNICEF, UNOPS, UNODC and the UNJSPF (Country of residency: United States).

Bridget Strong (Facilitator/Trainer/Coach) is an experienced and qualified international facilitator, communication/soft skills trainer and executive coach who has worked for over 20 years in these fields. A persuasive communicator herself, she helps her clients achieve their

business objectives by delivering global programs for groups and individuals. Her clients include multinational corporates, public-sector organizations and the United Nations Development Group. She designs and tailors practical and engaging programs for different client groups and uses technology to deliver creatively in the virtual environment. Bridget is a motivating and stimulating coach fluent in English, German and Spanish. She has extensive experience of in-depth interpretation of profiling tools – 180s and 360s – helping both individuals and groups access and work with the results. (Country of residency: United Kingdom)

Ross van Horn (Facilitator/Trainer/Coach) is a skilled trainer (delivery and design) and management consultant with skillsets in coaching, project development, and organizational development. Over the years he has built and/or delivered organizational interventions ranging from one-day training courses to full scale organizational transformation initiatives. Examples of these include a system-wide change management program for a telecommunications company in Nigeria, building the Learning and Development capacity in the UNICEF Eastern and Southern Africa Regional Office (ESAR - 20 countries), executive coaching for 20 leaders in a telecommunications company in Kenya, and training executives in a Saudi Arabian company in presentations skills. Within the United Nations system, Ross has facilitated retreats and delivered training courses for UNON, BINUB, UNEP, UN Habitat, UNECA, UNICEF, UNPOS (Somalia), and UNDSS. Ross is a senior CBI trainer on MSI's CBI training team, having been certified to deliver the program since 2012. In addition to training delivery, Ross develops and designs curricula for learning initiatives in organizations. Most recently Ross designed a training course in Negotiations Skills for the Chairperson of the Regional Staff Association (20 countries) for UNICEF ESAR. Ross has recently begun teaching a masters level course in Global Organizational Dynamics, drawing on his cross-cultural organizational and training experience. (Country of residency: Kenya)

Liggy Webb (Trainer) specializes in the field of behavioral effectiveness within organizations. She is the author of *How to Work Wonders – Your Guide to Workplace Wellness*, *The Happy Handbook – A Compendium of Modern Life Skills*, and *Thank you – Your Guide to Appreciating Life* as well as many academic papers on life skills and stress management. She is frequently asked to speak at industry events as well as working at many public- and private-sector organizations. As executive editor for *Training Pages*, Ms. Webb hosts various forums on key training topics and innovation in the training arena including wellness in the workplace and stress management. She has designed and worked on leadership development programs for a range of clients both in the UK and internationally. For the past five years, Ms. Webb has delivered training to UN Staff at UN Headquarters in New York and Geneva, and at regional offices around the globe. (Country of residency: United Kingdom)