

## Ewington, Nigel

### Building a culture of trust in global emergency response teams - Presentation 30 mins -

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#### Abstract

Research indicates that trust between international and local staff members is one of the most important factors in a humanitarian agency's ability to launch a timely and effective emergency response. Despite a community of humanitarian values and the need to save lives, trust often remains difficult to build and easy to lose. This session will describe a recent project funded by the Gates foundation aimed at understanding and responding to the challenge posed by trust in culturally diverse emergency response teams. This project was managed by a working group drawn from a consortium of five of the biggest English-speaking charities (Oxfam GB, CARE International, Mercy Corps, Save the Children and World Vision International) and drew on the support of consultants working in the field of trust-building and cultural diversity. In this session delegates will learn about why trust matters, how it is experienced in culturally diverse emergency response teams, and about practical tools to build trust and hence increase team performance.

#### Learning outcomes for participants (in 2-4 bullet points)

- how trust impacts on the effectiveness of teams in NGO sector
- how 'learning by doing' can be designed to build trust among professionals in culturally diverse teams
- how consultants with expertise in cross-cultural management learning in the for-profit sector worked closely with managers, field workers and country directors in the humanitarian sector to research and respond to the need for greater levels of trust

#### Profile

Nigel Ewington was the consultant on the Emergency Response trust project. He is a founding director of both TCO International Diversity Management and WorldWork Ltd. He specialises in helping organisations to optimise the success factors of working across cultures, and has led executive education and consulting projects with over 100 organisations both in the for-profit and not-for-profit sectors.