



Creating awareness around harassment at the work place
Approach Note Ver 1.1/ September 2017

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Your Need As We Understand

Background

Expedia Inc. is one of the world's largest online travel companies, with an extensive brand portfolio that includes some of the world's leading travel brands such as Expedia, Hotel.com, Trivago, Venere, etc. In India, it has its headquarters in Gurgaon with 1090 employees.

Situation

The target audience consists of 14 people belonging to the SVC Ops India team. The team consists of 2 team leads along with both managers and individual contributors. The average age of these individuals is 29-35 years. There seem to have been several instances of bullying within the team, of the men "ganging up" against a single female member. The leaders have noted instances of a few insensitive remarks being made by the men towards the woman member.

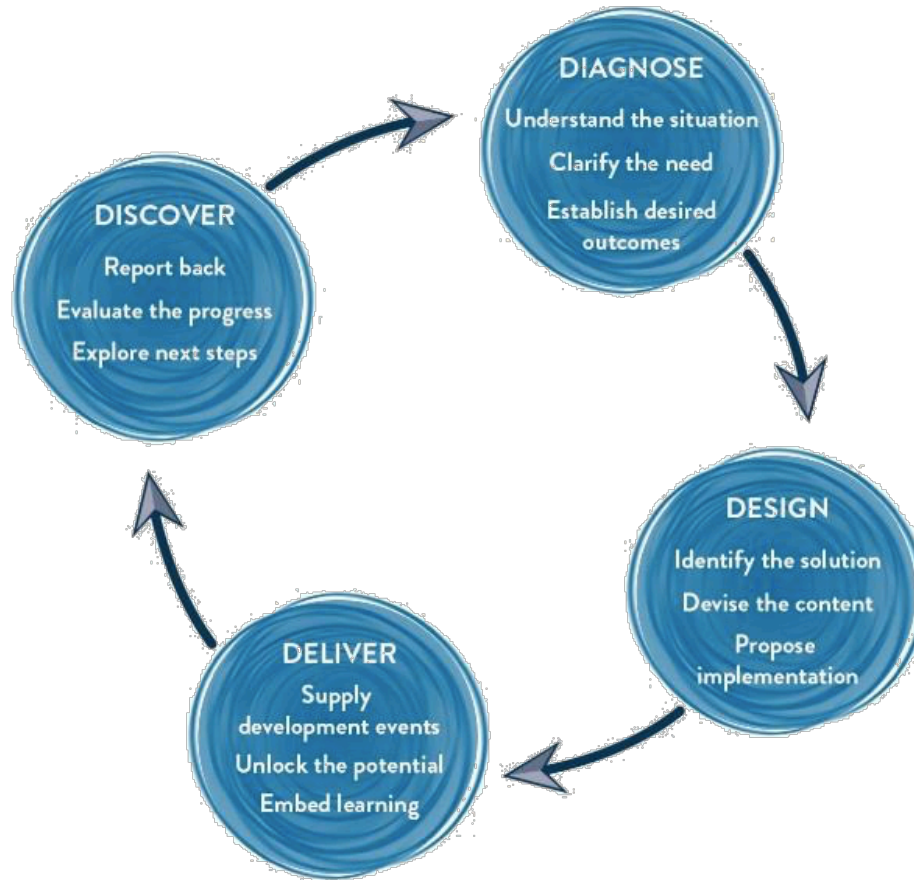
Implication

The situation has resulted in women members exiting the team. Apart from female attrition in the team, these incidents have are also leading to the other member being penalized by halting their hikes / promotions for the coming year.

Need

Expedia, Inc. would like Maynard Leigh to facilitate a 2.5 hours long focus group training on Sexual Harassment which focuses on gender sensitization using Forum Theatre. The program should be relevant, interactive and make people truly realize the essence of gender sensitivity.

Our Approach



Methodology

We use Interactive theatrical exercises along with Psychological and L & D tools

Our Approach – Diagnosis

Diagnose:

We would want to spend time to undertake some pre-work in conversing with the participants, which would enable us to customize the solution for your exact needs:

Brief in - person meetings will be scheduled with leaders like Faisal, Sonam, Abhishek, Tarika (from AHC) and Amit to understand better the current state and the dynamics around it.

Our Curiosity:

- Current scenarios of their interactions
- Current emotions around this dynamic within the team
- History of the 14 team members – previous companies, time and process of induction, etc.
- Actions taken (if any) and thoughts of the team lead of the team in question
- Reactions of the female member at given instances
- Action taken so far and its impact
- Email sent to the team as well as other employees
- Opinions of the HR leaders and the AHC committee on the current state as well as how they'd like the same to change
- Gather anecdotes, examples & situations relevant for the workshop

Our Approach – Design

Design:

Post the diagnosis we shall get into designing a customized delivery solution for your participants and we shall aim to provide the following 2 things:

Diagnosis report: A report is generated which would reflect the outputs from Diagnosis (The identity of the participants would be confidential)

Design Customization: The consultant will design the final objectives and customize the content of the learning intervention. Modules and scripts of the workshop are designed, activities are mapped to the examples, new handouts are drafted based on the content

Learning Outcomes of the Workshop



Think:

- There are so many scenarios I could consider harmless but I need to be aware of the comfort of my fellow colleagues
- I will work towards making our workplace safe and healthy
- I am capable of causing harassment
- I will create an environment that I feel is conducive if my own family member comes and works comfortably.



Feel:

- **Empowered** to raise issues concerning sexual harassment
- **Sensitized** towards gender bias.



Be more able to:

- Sensitize to the perspectives and sentiments of the opposite gender
- Filter my words and modulate my tone to ensure no offence
- Watch my body, tonality and words when communicating with others
- Check and take feedback on my humour
- Talk to people rather than talking about them.

Workshop Delivery | Half Day | Tentative Design (Max 14 Participants Per Batch)

Time / Duration	Narrative	Session	Session details	Methodology
02:00 – 02:20 PM	Participants get acquainted to the MLA facilitator	Welcome and context setting	<ul style="list-style-type: none"> • Warm Up exercises – Move, clap etc. • MLA introductions • PURPOSE of the workshop 	
02:20 – 3:00 PM	Participants realize all are potential allies., we live in the word of perceptions and these may not always be true. We are all in the same team. It is vital for an individual to be thinking about the positive interactions/experiences he had (or heard) with the person you are going to interact with.	SPY	<ul style="list-style-type: none"> • Powerful way to uncover that we live in assumptions and our subjective reality may be guided by our perceptions. A total shake up experience for participants. • Assuming positive intent. • Talk to people, rather than talking about them. 	Group Activity
3:00 – 4:00 PM	Enacting scenarios on physical contact and advances, insensitive remarks or on any other unwelcome physical verbal or non verbal conduct of sexual nature	Interactive Theatre (Forum Theatre)	<ul style="list-style-type: none"> • Actors use fictional situations and enact that scenario and then invite the audience to direct the actors in new approaches. These situations will not be the actual incidents. By interacting with the drama people see the different options available. 	Facilitator led
04:00 – 04:20 PM	All of us have many voices. We often hide behind our victim mask to keep from taking initiative	Victims v/s Choosers	<ul style="list-style-type: none"> • Using psychodrama - the 5 different kinds of characters that we all possess are introduced 	Psychodrama
04:20 – 4:30 PM	Reflecting and committing to self	Closure	<ul style="list-style-type: none"> • Reflection and commitment 	Painting

Discovery Meeting



A one to one meeting with HR stakeholders to review the journey done and devise the next steps.

Commercial Investment | Cost

<u>Diagnose & Design (For the whole Intervention)</u>		
Half – Day Diagnostics and Design (creating scrips and rehearsing for the sessions)	46,000/-	
<u>Delivery</u>		
<u>Activity</u>	<u>Investment</u>	
Consultant Facilitation Fee x one consultant	INR 46,000 per consultant x half day	INR 46,000/-
Professional Actor x one actor	NR 25,000 per actor x half day	INR 25,000/-
Total investment for the program covering 14 participants	INR 1,17,000/-	
Total investment per participant	INR 8357/-	

Commercial Terms and Conditions

- Client is responsible for providing venue, conference facilities, AV equipment.
- Travel outside Delhi NCR - Air, stay & airport/ venue cab transfers to be taken care by the client for the consultant and the stage manager
- Travel inside Delhi NCR - at Rs. 12.00 Per Km.
- A commercial contract will be signed before the execution of the project.
- 50% of cancellation fee will be charged on any cancellation or postponements that occur within 3 to 20 working days of the confirmed date of delivery.
- 100% of cancellation fee will be charged on any cancellation or postponements that occur within 0 to 2 working days of the confirmed date of delivery.
- The above commercials are valid till the 31st March, 2018
- Not inclusive of applicable taxes (GST@ 18%)
- Contracts, legal & accounting paperwork (including billing & payments) will be in the name of “Life Strategies Humancare Pvt. Ltd.”

Next Steps



- **Vendor Empanelment:** Since we are working with you for the first time, let us initiate the vendor empanelment at the earliest
- **Contracting and PO:** Once we close on the vendor empanelment, let us close on the contract and PO.
- **Book:** Let us block the dates for the workshop right away so that we have consultants available for you.

Let's work in partnership to create impact & unlock potential



For further information please connect with:

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