

NGO LEADERSHIP WORKSHOP WARSAW

A Transformative
Leadership Workshop
for Ukrainian NGOs

OCTOBER
7—11
2024

FINAL REPORT



NGO LEADERSHIP WORKSHOP WARSAW

OCTOBER 7—11, 2024

25 NGO leaders from Ukraine attended an interactive management training workshop in Warsaw, Poland, designed to empower Ukrainian civil society amidst the ongoing war. This marked the 13th NGO Leadership Workshop and the fifth held in Poland, offering critical support at a time of immense challenges.

Participants traveled from across Ukraine to represent NGOs addressing key issues, including documenting war crimes, human rights advocacy, veteran support, civic engagement, justice reform, policy change, memory preservation, and emergency aid for internally displaced persons (IDPs).

The week began with an opening networking reception in downtown Warsaw. Throughout the week, training sessions focused on leadership, conflict resolution, social media strategies, resilience, and preventing burnout. A cultural excursion to Wilanów Palace allowed participants to explore the historic museum and gardens, offering time for reflection. The week concluded with a closing dinner at the picturesque Villa Foksal, attended by Warsaw's mayor, Rafał Trzaskowski.

PARTNER ORGANIZATIONS

The NGO Leadership Workshops are sponsored by the University of Michigan’s Weiser Center for Europe and Eurasia (WCEE), in partnership with the William Davidson Institute (WDI). The workshop was organized in partnership with Hekima, a Slovakia-based NGO dedicated to empowering civil society leaders and activists, with a focus on addressing gender-specific challenges through entrepreneurship and education.



ABOUT OUR PARTICIPANTS

The participants were selected through an invitation process and attended at no charge. They represented the following Ukrainian organizations:

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- **Action Office**
 - **Algorithm of Actions**
 - **Association of Relatives of Political Prisoners of the Kremlin**
 - **Center for Civil Education ‘Almenda’**
 - **Center for Civil Liberties**
 - **Centre for Democracy and Rule of Law**
 - **Charity Community Foundation of Kharkiv ‘TOLOKA’**
 - **DEJURE Foundation, Public Integrity Council**
 - **Dubno Dobrobut Community Organization**
 - **JustGroup**
 - **Kharkiv Human Rights Protection Group**
 - **Move Ukraine**
 - **Ecoaction**
 - **Analytical & Advocacy Center ‘Lviv Regulatory Hub’**
 - **Past / Future / Art memory culture platform (implemented by the NGO Cultural Practices)**
 - **Podilska Hromada Community Foundation**
 - **SOS Children’s Villages International**
 - **Teach For Ukraine**
 - **Transparency International Ukraine**
 - **Truth Hounds**
 - **UKRAINER**
 - **Ukraine War Archive**
 - **War Childhood Museum in Ukraine**
 - **Women’s Hub**
 - **Youth Hubs Network aWAre Zone**
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CONTENT

DAY

1

Instructor: JULIE FELKER

EFFECTIVE LEADERSHIP

Leadership is crucial for the success and sustainability of NGOs, and it is not solely an innate talent but a set of skills that can be developed. This session explored how effective leaders set organizational culture, build strong stakeholder relationships, and maximize impact by fostering meaningful connections and inspiring others. Participants gained practical, human-centric leadership tools to drive engagement and satisfaction within their teams. The workshop emphasized the importance of leadership training in promoting continuous improvement and expanding NGO capacity to fulfill their missions, respond to challenges, and seize opportunities. This session offered a valuable opportunity for NGO leaders to learn, reflect, and share experiences.



DAY
2

Instructor: IRYNA TYMOSHCHENKO-PETROVA

NEGOTIATIONS & CONFLICT RESOLUTION

In this session, participants explored the Harvard negotiation model, a practical approach to resolving disputes and achieving mutually beneficial agreements. Participants had the opportunity to delve into the intricacies of negotiation through hands-on practice, gaining valuable insights into effective communication and conflict resolution. They learned how to identify and capitalize on mutually advantageous opportunities during negotiations, fostering cooperation and sustainable agreements. The training also addressed the complexities of managing conflicts, drawing from the work of Glazl. By understanding the underlying causes of conflicts and applying effective resolution techniques, participants were better equipped to navigate challenging situations and maintain productive dialogue.



DAY
3

Instructor: **JULIE FELKER**

WORK-LIFE INTEGRATION

Participants delved into the concept of work-life integration, gaining a deeper understanding of how it contrasts with the traditional idea of work-life balance. Julie emphasized that, while work-life balance often implies a strict separation between personal and professional responsibilities, work-life integration seeks to blend these aspects more harmoniously. She highlighted the significant advantages of adopting work-life integration, such as increased mental and physical health, better time management, and improved productivity. However, she also acknowledged the challenges that can arise, such as priorities constantly changing and high workload and demands, which can make achieving this integration difficult.

Instructor: **ANNA DANYLCHUK**

BUILDING YOUR BRAND ON SOCIAL MEDIA

Participants explored the power of social media for NGOs, learning how it can amplify their mission by reaching a global audience and sharing their values in a cost-effective way. They discussed how social media creates opportunities for engaging supporters through interactive tools like polls, Q&A sessions, and live streams, fostering a sense of community and active participation. Additionally, they examined how a strong social media presence can drive direct action, such as signing petitions, attending events, donating, or volunteering, with well-timed posts and clear calls to action leading to measurable impact.





DAY
4

Instructor: ERIC FRETZ

RESILIENCE / STRATEGIC PLANNING IN CRISIS

Participants explored key concepts related to emotional intelligence (EQ), resilience, and stress management, gaining an understanding of how EQ impacts nearly every aspect of personal and professional life. They delved into the four quadrants of EQ, learning strategies to master each one. The session also focused on planning effectively under stress and navigating challenges like dealing with difficult team members. Additionally, participants discussed mental health first aid, including how to recognize and address issues like PTSD, and examined practical tools and resources available for supporting mental well-being in themselves and others.



Self-Care leads to Resilience

- In addition to self care, Resilience is grown/strengthened by:
 - Good Voluntary Leadership (having a "why" means...)
 - Training (competency)
 - Feedback
 - Self-Awareness (EQ)
 - Gratitude
 - Internal locus of control (EQ)
 - Balance (sharpen the saw)
 - Psychological Safety / Good relationships & Team Dynamics (EQ)

ONLINE LEARNING

Online learning modules dedicated to the following topics were offered on ExtendEd, the program's online learning management system. Participants will continue to have access to this elearning content for one year:

**Conflict
Resolution in
Leadership**

**Social Media
Marketing**

**Marketing
Strategy**

Communication

Leadership



INSTRUCTORS



JULIE FELKER

is a Faculty Affiliate at the William Davidson Institute at the University of Michigan and Academic Director of the Master in Management Program at the Luxembourg School of Business. She specializes in management education and organizational development in emerging economies, with experience in countries including Papua New Guinea, Rwanda, and Bahrain.



IRYNA TYMOSHCHENKO-PETROVA

is the Director of the MA program in Human Resources and Organization Development at the UCU Business School and co-founder of the Strategic Support Bureau Superwise. With 18 years of managerial experience, she is an expert in HR development, strategic planning, and organizational growth.



ERIC FRETZ

is a professional educator at the University of Michigan and a coach specializing in emotional intelligence and resilience. A retired US Navy officer, he also supports veterans, runs two charities, and manages two medical clinics.



ANNA DANYLCHUK

is an Associate Professor and creator of the YouTube channel “Anna from Ukraine,” which shares civilian perspectives on the war and debunks propaganda. She collaborates with international organizations on disinformation and has developed recommendations for the European Commission.

WORKSHOP OUTCOMES

Participants:

- ✓ Mastered human-centric leadership to inspire, connect, and navigate NGO challenges.
- ✓ Explored the keys to motivation for peak engagement and resilience.
- ✓ Learned new ways to lead their organizations in times of crisis.
- ✓ Explored how different social media platforms can amplify their organization's mission, engage supporters, and drive action.
- ✓ Forged new partnerships to amplify their mission effectively.

WHAT THE ORGANIZERS SAID



The Weiser Center for Europe and Eurasia and our terrific partners at the William Davidson Institute and Hekima were honored to host this latest cohort of inspiring Ukrainian civil society leaders. We remain steadfast in our support for Ukraine and look forward to hearing about how these NGO leaders will use the tools and strategies learned during the workshop in their tireless work supporting fellow Ukrainians.

— **Geneviève Zubrzycki, WCEE Director**



WHAT PARTICIPANTS SAID

"The workshop provided practical tools for improving managerial efforts. The interactive sessions helped me develop new strategies to address challenges both online and offline. I highly recommend the workshop to anyone that wants to enrich their problem-solving and communication skills."

"It was a great opportunity for exchange of opinions and reflection which helped me understand what works in my organization and what doesn't."

"It was so useful to learn about conducting negotiations and resolving conflicts. It was a very detailed step-by-step guide with practice that is easy to implement in real life."

"Thanks to this workshop, I'm committed to prioritizing the engagement and well-being of my team members, both their physical and emotional health, as well as my own."

"I learned to take a step back and be less emotional when making decisions for myself and my team, and instead use evidence-based techniques."

RESULTS

The feedback from the workshop administration and overall experience indicates a high level of satisfaction among participants. In terms of administration, 96% of respondents strongly agreed that the workshop was well-managed.

Regarding the workshop content, 91% agreed it was relevant to their work. A significant 96% of participants expressed intent to apply and use the workshop content in their work, and 100% would recommend the workshop to others in their field.

NETWORKING

Participants from the Warsaw workshop are now members of the NGO Leadership Workshop alumni Facebook group, connecting them with a network of over 275 past participants from across the region.



GET INVOLVED IN THE NGO LEADERSHIP WORKSHOPS!



AS A PARTICIPANT

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AS A SPONSOR

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