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# Global Refugee Challenge

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# Organising team

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Douglas Teoh, BA, MA

- > Team Coach, Co-founder, CEO
- > Mondragon Team Academy Malaysia
- > Young Lives Development Centre



Berrbizne Urzelai, BA, MSc, MBA, PhD, FHEA

- Team Coach, Senior Lecturer
- > Business School, The University of the West of England



Manmeet Kaur, BBA, MiM

- Team Coach, Senior Lecturer
- > School of Management and Marketing, Taylor's University



Amaia García Fernández

- Team Coach, Co-leader
- > Mondragon Team Academy China

# Our **mission** and **vision**

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## **Mission**

We are impact-catalysers for refugee communities leveraging the power of changemaking in teams through teampreneurship education and activations of collaborative projects glocally.

## **Vision**

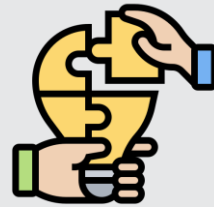
A movement of diverse refugee teampreneurs (made up of team entrepreneurs, refugees and community leaders) from Europe, Asia and Africa co-creating 1000\* impact-driven glocal projects by 2025.

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# Global Refugee Challenge



Improve the livelihood  
of refugees in Malaysia



Collaborate with  
community leaders to  
create new solutions



Learn about the realities  
(and hopes) that other  
communities live through

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# Competencies

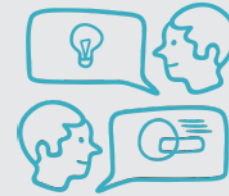
Problem  
-solving

Working under  
pressure

Team  
working



Rapport  
and  
empathy



Communication

Networking

Analytical thinking

Leadership



Innovation and  
transformation

Proactivity

Collaboration



Challenge Launch 27  
April 2022

Working in teams  
virtually May 2022

Global pitching and  
feedback 8 June  
2022

Reiteration and  
redefined solutions  
June- July 2022

Final pitch 26 July  
2022

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## Methodology

The time dedication per week is decided by the team, but set at a minimum of approximately 3 hours per week of project team working time, and 1 hour per week of mentoring/project coaching.

Coaching was supported by coaches and mentors from Malaysia.



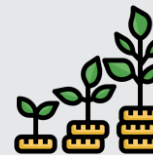
Innovative pedagogy model.  
No simulations, but real projects.



Team Coaching and team learning



International diverse teams



Social enterprise  
and entrepreneurship



Project mentorship

# User journey

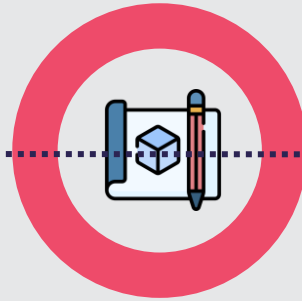
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Understand



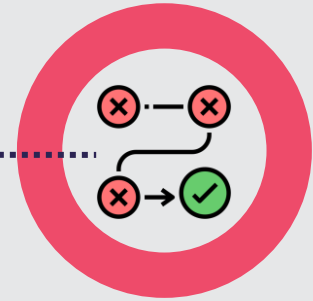
Define



Ideate



Prototype



Testing



Launch:  
hearing from mentors



Problem definition,  
coaching



Brainstorming  
possibilities



Pitching the  
solution



Funding pitch,  
testing solution



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# Launch event

- › Orientation to the challenges
- › Hearing from mentors

**Jaw Tu Hkawng and**

*Youth Leader and Teacher*

**James La Seng Tsumhka**

*Chairperson, Kachin Refugee Committee*

**Masharrat Juzar**

*Programme Manger, Fugee*

**Fariza Nasreen**

*Community-based Mental Health Coordinator*

**Alice Tan**

*Executive Director, Health Equity Initiatives*

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# Pitching event

Received feedback from:

- > organising team
- > community leaders
- > mentors
- > guests

**IMPACT:** How likely is this solution impactful for the refugee community in Malaysia, regionally and/or globally?

**FEASIBILITY:** Is the plan realistic and feasible to implement on the ground, given the current refugee contexts? What would help the implementation process, and are there challenges you foresee?

**NARRATIVE:** Are the vision and solution crafted and presented in a compelling manner, such that communities, partners, beneficiaries and customers are able to relate and identify with it?

**BUY-IN:** By the end of the pitch, to what degree do I feel like being part of this solution? Would I like to support this initiative? If yes, how? If not, why not?

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# Final pitching event

Received feedback from:

- > organising team
- > community leaders
- > mentors
- > possible funders: Caritas
- > guests

**+ budget**

**+ future steps**



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# Final pitch

Team Unite-d



**UWE  
Bristol  
Digital  
Badge**



**Our Solution:**

**Building relationships  
and an e-commerce  
website**

**Unite-d**

Enables the Malaysian Refugee Community to sell their handmade crafts and products within the UK

Scissors icon  
Paintbrush icon  
Heart and hands icon

DT +5

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# Learning reflections

**From the organising team**

**The project helped staff members find meaning and purpose at work, develop their empathy, and reflect about their careers and lives:**

*“Contributing to such a meaningful project has informed more focused direction of travel in my job”*

*“This kind of activities are what gives meaning to my work”.*

*“I felt quite emotional when listening to students and refugees in the pitch”.*

*“We are very eurocentrist and this project brings world problems to the table”.*

**It also inspired them to define new actions related to the creation of new programmes or initiatives in their own institutions:**

*“Create new programmes related with global issues”.*

*“Refugee teampreneurs academy”.*

*“Create a volunteering group and volunteering programme at UAL”.*

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# Learning reflections

From the  
organising team

They also reflected on how to change the current curriculum within their programmes they were running or creating **social entrepreneurship** related pathways:

*“It helped me shaped the vision of the team towards creating a social enterprise pathway”*

*“Social entrepreneurs have to be able to deal with nuance and complexities in a practical manner. How might we introduce this in our respective programs?”*

*“We need to embed social climate, social, racial justice into curriculum”.*

*“We lack diversity in our programme and this made me think about how I can expose them more. The learning I got is easily transferable to other internal projects we have”.*

*“It is evident we need to continue linking and empowering TAs to be able to solve wicked problems”.*

*“Together we can create inclusive learning journeys for the many and the marginalised”*

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# Learning reflections

## From the participants

**The project helped the participants to reflect on the following post motorola questions:**

### **What worked and what has been achieved?**

*"Having the team move towards the same vision. We were able to move forward on making decisions and incorporating as much as possible, everyone's ideas"*

*"The support from the project organisers, coaches and mentors. Without the assistance and support, the team would've not been able to have the project at all! Particularly, receiving the connections and access to the community."*

### **What did not work?**

*"Time differences"*

*"Not physically having access to our beneficiaries"*

### **What could be done differently?**

*"Have sessions around the process of projects, so not only TEs know about this, but gives non-TEs the opportunity to explore what they can do in the process"*

*"Longer training/coaching sessions!"*

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# Next steps

We are open to collaborations!!  
Have a question for us?

