

Terms of Reference (TOR)

Facilitator Proposal: Managing Workplace Conflict and Strengthening Team Collaboration

About Right To Play

For more than 25 years, Right To Play has been protecting, educating, and empowering millions of children each year to rise above adversity through the power of play.

We offer programs in 13 countries across Africa, Asia, the Middle East and North America, reaching millions of children each year in some of the most difficult places on earth, helping them to stay in school and learn, overcome prejudice, heal from trauma, and develop the skills they need to thrive. We do this by harnessing play, one of the most fundamental forces in a child's life, to teach children the critical skills they need to dismantle barriers and embrace opportunities, in learning and in life.

This work is supported by our two global offices in Toronto, Canada and London, UK; and seven National Offices in North America and Europe.

Background

Our organization is seeking an experienced facilitator to design and deliver an interactive workshop focused on managing workplace conflict and strengthening collaboration within diverse, geographically dispersed teams. The workshop will support employees in navigating competing priorities, high-pressure work environments, fixed deadlines, and varying cultural and country-specific working styles while fostering stronger teamwork and decision-making.

Purpose

The purpose of this engagement is to equip team members and managers with practical tools and strategies to effectively manage workplace conflict, improve communication, build trust, and enhance collaboration to achieve shared organizational goals.

Objectives

The facilitator will support participants to:

- Understand common causes of workplace conflict in high-pressure and deadline-driven environments.
- Recognize the impact of different country contexts, cultural norms, and working styles on communication, collaboration, and decision-making.
- Improve skills for managing expectations, responsibilities, and accountability within teams.
- Develop strategies for resolving conflict constructively and maintaining positive working relationships.
- Strengthen trust and psychological safety within teams.
- Leverage the diverse technical expertise, knowledge, and experience of colleagues to make informed decisions that benefit the broader team and organization.
- Enhance collaboration and problem-solving when facing competing priorities and limited resources.

Proposed Workshop Topics

The facilitator is expected to address the following themes:

1. Working Effectively Under Pressure

- Managing conflict during periods of high workload and fixed deadlines.
- Maintaining productive communication when stress levels are elevated.
- Balancing speed, quality, and collaboration.

2. Understanding Country Contexts and Working Styles

- Recognizing cultural differences and their influence on workplace interactions.
- Appreciating diverse approaches to communication, decision-making, hierarchy, and feedback.
- Building inclusive practices that support collaboration across regions.

3. Managing Expectations and Accountability

- Clarifying roles, responsibilities, and decision-making authority.
- Addressing misunderstandings before they escalate into conflict.
- Setting realistic expectations and creating shared commitments.

4. Leveraging Team Expertise

- Drawing upon the technical skills and expertise of others.
- Encouraging knowledge sharing and collaborative problem-solving.
- Making decisions that reflect diverse perspectives and support collective success.

5. Conflict Resolution Skills

- Identifying sources of conflict and conflict styles.
- Practicing constructive difficult conversations.
- Building strategies for resolving disagreements while preserving working relationships.

Deliverables

The selected facilitator will be expected to:

- Design and facilitate a highly interactive workshop (virtual or in-person).
- Utilize practical exercises, case studies, and real-world scenarios relevant to cross-functional and multicultural teams.
- Provide workshop materials, participant resources, and facilitation guides as appropriate.
- Deliver recommendations for sustaining positive team dynamics following the workshop.

Expected Outcome

Participants will leave with increased awareness of team dynamics, practical conflict management skills, improved understanding of diverse working styles, and actionable techniques for collaborating effectively under pressure while making decisions that support team and organizational success.

Facilitator Qualifications

Proposals should demonstrate:

- Proven experience facilitating workplace conflict resolution and team effectiveness workshops.
- Experience working with multicultural and geographically dispersed teams.
- Expertise in communication, collaboration, and conflict management methodologies.
- Strong adult learning and facilitation skills.
- Experience supporting teams operating in complex, deadline-driven environments.

Proposal Requirements

Interested facilitators should submit the below documents via email, with the email subject “Facilitator for conflict at work training”, to Careers team at careers@righttoplay.com:

- A brief description of their proposed approach and methodology.
- Relevant experience and examples of similar engagements.
- Proposed workshop agenda and learning outcomes.
- Timeline and availability.
- Pricing and fee structure.
- References, if available.

Deadline for submission is August 2, 2026 23:59 EDT.

Confidentiality of Information

All documents and data collected will be treated as confidential and used solely to facilitate analysis of applications. All those contracted by Right To Play must agree to sign and abide by the Global Safeguarding Policy and Code of Conduct as well as property rights policies.