



## Leadership for Programme Support and Administrative Functions

The UN System Chief Executives Board for Coordination has defined new standards for professional behaviours and leadership characteristics applicable to all staff, at all levels, functions and duty stations, as a means to underpin and drive UN reform efforts and delivery of results for the 2030 Agenda.

These skills, reflected in the UN System Leadership Framework, are not only for those who manage people or teams, but essential for all staff to efficiently deliver services, manage processes, make decisions and communicate with others. This course focuses on how General Service Staff, programme support and administrative professionals can use these principles to transform and enhance the impact of the services they provide in pursuit of greater organisational effectiveness.

#Leadership #face-to-face #Up to 1 week

### Introduction

**Seats are no longer available for this course. Please click [here](#) to register and reserve your seat for the November edition in Turin, Italy**

The 2030 Agenda challenges the UN system profoundly to change the way it does business. This requires transforming the UN's organizational culture.

Towards this transformation, the UN System Leadership Framework, adopted by the CEB in April 2016 and embraced by the Secretary-General in his report on management reforms of the UN Secretariat, provides the blueprint for the desired organizational culture at the UN, and of the underpinning leadership characteristics. Because leadership can and should be exercised not only by formally designated leaders but by all staff, the framework applies to UN staff, at all levels, in all functions, and in all locations



**Where** Entebbe



**When** 06 May - 31 May 2019



**Fee** 2000 USD



**Duration** Online: 6-24 May. Face-to-face: 29-31 May



**Enrollment deadline** 14 Apr 2019



**Contact**

leadershipandmanagement@unssc.org



**Language** English

## Objectives

Upon successfully completing this workshop, participants will be able to:

- Discuss the practical application of the UN Leadership Framework for programme support and administrative services
- Explain the characteristics of UN leadership – Norm-based, principled, inclusive, accountable, multidimensional, transformational, collaborative, self-applied
- Apply system thinking for administrative efficiency in implementing the UN leadership framework
- Focus on impact and accountability
- Develop self-leadership skills
- Enable and support change
- Apply design-thinking approach to their own work
- Support transformational change

## Course Contents

This programme builds upon and complements other UNSSC courses for administrative assistants with the following activities:

### Online sessions (3 weeks)

#### • **Week 1: UN Leadership Framework: New ways of working in the context of the 2030 Agenda**

This session focuses on understanding the characteristics of UN leadership which are –Norm-based, principled, inclusive, accountable, multidimensional, transformational, collaborative and self-applied.

It also covers the four key ways in which leadership behaviours manifest themselves in support of the 2030 Agenda. These include, Focus on impact; Driving transformational change; Systems-thinking; and Co-creation.

**Leadership, Accountability and Results Driven:** Taking responsibility and ownership for decisions, actions and results. Being accountable for what is accomplished and how.

#### • **Week 2: Leadership Charisma: Emotional Intelligence and Leadership behaviour**

Operationalizing the universal leadership characteristics, behaviours, principles and mindsets envisioned in the UN leadership framework. This session covers the effect of emotional intelligence on leadership effectiveness, self-leadership and self-management. It also covers how the way we deal with our emotions shapes our actions, careers, relationships, health and happiness.

#### • **Week 3: Leadership and System-Thinking - Leadership Culture**

To achieve a leadership culture, the power of systems thinking needs to spread throughout the organization. Thinking in terms of systems gives people the ability to enable and support change where it is most needed.

### Face-to-Face sessions (2.5 days)

The face-to-face sessions are designed to take participants through practical exercises and case studies, enabling them to practice what they learnt in the online sessions and develop their leadership capacity.

#### Day 1: Everyday Leadership

- **Session 1: Leadership Styles**
- **Session 2: Leadership Practices Self-Assessment**
- **Session 3: Developing as a Leader –**
- **Session 4: Leading Without Authority (Influence) -**
- **Session 5: Leadership and Core Values (Valued-based leadership)**
- **Session 6: Leadership Practices Inventory**

**Day 2: Co-creation - Creative Leadership and Innovation (all day):** Using Human-Centered Design thinking approach for workplace performance. This session allows participants to experiment with creative problem-solving approaches.

- **Morning session:** Introduction to human-centered design – Mindset, Inspiration, Ideation, and Synthesis
- **Afternoon session:** Brainstorming, Prototyping, Implementation, Debriefing and Reflections

**Day 3: (Half-day):** Action plan on how to apply the learning, Wrap-up and Closing.

Learn more and register at [www.unssc.org](http://www.unssc.org)

## Course Methodology

The workshop employs an adult learning approach characterized by a participatory and interactive training style. It engages participants in practical exercises and group work. Case studies and best practices allow the application of the UN leadership framework to real-life situations.

The course combines instructor-led sessions with a face-to-face classroom-based component.

The **online component** will last for three weeks, 6 – 24 May 2019. Each week, participants go through assigned modules and reading materials, complete assignments and exercises. They also post to discussion forums to share experiences, questions and comments, and receive feedback from the instructors. Thereafter, participants will attend a two-and-a-half day **face-to-face** session from 29 – 31 May. The face-to-face component is designed to complement learned skills through practice and to receive feedback from peers and instructor.

### Webinar details

*The webinar sessions will be conducted on the WebEx online platform. Self-paced modules and discussion forum for each week of the course will be designed and structured on the UNKampus, UNSSC's Learning Platform.*

*Participants need a computer (or mobile device), a reliable internet connection and either headset with microphone to connect to the audio through the computer, or a telephone. We recommend accessing audio through the computer. No special software is required, but participants must be able to access WebEx, so please check the admin rights on your computer. We will send instructions for WebEx access to registered participants. We recommend you download the application and test your access in advance.*

*The live webinar sessions are from 2:00 pm – 4:00 pm Rome-time (8:00 am – 10:00 am New York-time).*

## Target Audience

GS programme support and administrative professionals.

## Cost of participation

The course fee of 2000 USD covers all tuition-related costs, including specific learning materials, access to online platforms, etc. The fee does not cover eventual costs related to participants' travel, board and lodging.