



## Helping Teams Navigate Uncertainty (EU time zone)

The rapidly developing Coronavirus (COVID-19) issue has forced a large number of UN staff to alter their working processes, and poses very different challenges for UN team leaders.

**#Change & Innovation #Adaptive Leadership #Change management #E-learning #Self-awareness #Team development  
#Resilience #Self Mastery #Co-creation #online #free #Up to 2 months #Virtual Campus #Leadership #Management**

### Introduction

UNSSC strives to support all staff and specifically team leaders in this time of uncertainty caused by the COVID-19 global pandemic. Therefore, UNSSC has designed and developed a two-week learning companion for team leaders to better structure their work from home, and build resilience while leading and supporting their teams in times of uncertainty.



**Where** ONLINE



**When** 07 Apr - 01 May 2020



**Fee** 0 USD



**Duration** 2 weeks



**Enrollment deadline** 02 Apr 2020



**Contact**

leadershipandmanagement@unssc.org



**Language** English

## Objectives

The objective of this unique 4-module training suite is to help staff members to strengthen their resilience, manage uncertainty and to work differently. At the end of this course, participants will be better able to:

- Manage and structure working from home;
- Build their own resiliency;
- Manage their teams remotely;
- Coach their staff in times of high stress .

## Course Contents

### 1. Managing and structuring work from home

- Recognizing the benefits and drawbacks of remote working and offering strategies on how to deal with them
- Sharing best practices for creating new structures and habits that increase productivity at home

### 2. Resiliency

- Understanding how uncertainty impacts us and how we gain control over our thoughts and habits
- Share practices to build our resiliency internally and within the wider team or community

### 3. Managing teams remotely and communicating in times of crisis

- Communicating in times of crisis
- Discuss the impact of remote working on staff engagement and identifying ways to reduce isolation and disconnection
- Collaborative working practices
- Adaptive Leadership
- Creating psychological safety
- Set expectations and goals

### 4. Remote coaching practices for managers

- Checking on staff
- Assessing well-being
- Asking questions
- Examples of how to coach staff remotely in difficult situations

## Course Methodology

The two-week programme consists of:

- Four Webinars (2-per week) offering practical insight and tips, as well as examples from UN staff and small group discussions;
- A moderated forum discussion for each subject; and
- Related readings and videos.

Starting on Tuesday, April 7, and reflecting the global nature of this shift, the UNSSC is offering a number of Editions, based on geographic location.

**EUROPEAN TIMEZONE EDITION: 09:00 – 10:30 (CEST: UTC+2) – (Tuesdays and Thursdays) or (Wednesdays and Fridays)**

### NOTE:

- Due to the unique nature of the programme, and the numbers of expected attendees, participants are able to register only for their preferred **time**.
- Participants will be assigned to open slots on a first-come-first-served basis

## Target Audience

Second Reporting Officers, First Reporting Officers, and UN officials at all levels with team management and leadership functions at headquarters and in the field. Due to the fact that the programme is offered in partnership with the Department of Management Strategy, Policy and Compliance (DMSPC) in the United Nations Secretariat, preferential access will be granted to eligible staff across entities of the global UN Secretariat.

- NOTE: Registration is on a first-come-first-served basis
- NOTE: A limited number of seats are available to relevant staff of other UN System Organisations– we encourage interested parties to register.

## Cost of participation

This edition of the programme is offered at no individual cost, in partnership with the Department of Management Strategy, Policy and Compliance (DMSPC) in the United Nations Secretariat, and DPO for staff serving in Peace Operations.