ONLINE

20 OCT 2025 - 21 NOV 2025

Leadership Skills for Programme Support and Administrative Functions

MANAGEMENT   **LEADERSHIP**

LANGUAGE English	**DURATION** Online: 20 Oct – 21 Nov 2025; Virtual Face-to-Face 24 - 28 November 2025	**ENROLL BY** 17 Oct 2025	**PRICE** 2,200 USD	**LOCATION** ONLINE	**TARGET** UN Only

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The UN System Leadership Framework, aligned with the principles of UN 2.0, acknowledges that leadership skills are vital not only for those in managerial roles but for all staff members to drive progress and innovation effectively. These skills empower all personnel to manage processes efficiently, make informed decisions, and communicate effectively in a rapidly evolving global landscape. This workshop is designed to help general service, programme support, and administrative professionals leverage the UN System Leadership Framework, incorporating *UN 2.0* values, to amplify their impact and contribute to the UN's transformative agenda.

Introduction

The 2030 Agenda challenges the United Nations (UN) system to change the way it does business. This requires transforming the organizational culture through an ambitious approach known as the *Quintet of Change*, a core component of *UN 2.0*. The *Quintet of Change* emphasizes data, digital transformation, innovation, strategic foresight, and behavioural science, all essential to driving a more agile, responsive, and impactful UN.

The UN System Leadership Framework, adopted by the Chief Executives Board in 2016 and embraced by the Secretary-General in his report on management reforms of the UN Secretariat, provides the blueprint for the desired UN organizational culture and the underpinning leadership characteristics. Because leadership can and should be exercised not only by formally designated leaders but by all staff, the framework—alongside the *Quintet of Change*—applies to UN staff at all levels, in all functions, and in all locations.

Objectives

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

- Discuss the practical application of the UN System 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 systems thinking for administrative efficiency in implementing the UN System Leadership Framework
- Focus on impact and accountability
- Develop self-leadership skills
- Enable and support change
- Apply the design-thinking approach
- Support transformational change

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 to allow the application of the UN System Leadership Framework to real-life situations.

The course includes both instructor-led sessions and a virtual face-to-face component, delivered entirely online.

The online component runs for three weeks and features three webinars scheduled between 20 October and 21 November 2025.

During each webinar week, participants will engage with assigned modules and reading materials, complete exercises and assignments, and contribute to discussion forums to share experiences, ask questions, and receive feedback from instructors.

Following this, participants will attend a **virtual Face-to-Face session** held over **five half-days (24–28 November 2025)**. This segment is designed to reinforce learned skills through practice, peer interaction, and instructor feedback.

Webinar details

The webinar sessions will be conducted on the Zoom online platform. Self-paced modules and discussion forums for each week of the course will be designed and structured on the UNKampus30, 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 Zoom so please check the admin rights on your computer. We will send instructions for Zoom access to registered participants. We recommend you download the application and test your access in advance.

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

Course contents

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

Online sessions

Week 1: UN System Leadership Framework - New ways of working for 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 System Leadership Framework. This session covers the effect of emotional intelligence on leadership effectiveness, self-leadership and self-management. It also covers how we deal with our emotions shapes our actions, careers, relationships, health and happiness.

Week 3: Leadership and Systems 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.

Virtual Face-to-Face Workshop (5 half-days)

The virtual face-to-face workshops are designed to take participants through hands-on exercises and case studies. These will enable them to put into practice what they have learned in the online sessions, likewise developing their leadership capacity.

Target audience

UN General Service programme support and administrative professionals and personnel of UN partner organizations.

Cost of participation

The course fee of $2200 covers all tuition-related costs, including learning materials, access to online platforms, etc.