




ONLINE

01 JAN 2025 - 31 DEC 2025

Managing People and Performance (self-paced)

MANAGEMENT



 LANGUAGE English	 DURATION 4 months	 ENROLL BY 29 Dec 2025	 PRICE 550 USD	 LOCATION ONLINE	 TARGET Everyone
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 **CONTACT** leadershipandmanagement@unssc.org

A course for UN supervisors who want to achieve results through productive supervision and management.

Introduction

This online course helps people strengthen their conflict-management skills and learn how to become more effective at influencing others, by learning proven techniques and developing more flexible leadership styles.

Objectives

Upon successful completion of this course, participants will be able:

- Apply interpersonal skills to more effectively communicate, listen and handle conflict;
- Accomplish goals and control outcomes when dealing with staff, peers, management and other departments;
- Analyse their own and others' style of behaviour and recognize their strengths/weaknesses;
- Identify their primary leadership style and techniques to achieve the most out of that style;
- Develop more flexibility to use other leadership styles, according to the context;
- Practice ways to engage in productive debate.

Course methodology

This course is delivered entirely online. It is a self-paced course that participants can start at any time and complete at their own pace. Participants are required to complete all activities within four months of receiving the login information. They will be required to complete an end-of-course questionnaire to get a certificate. There is no weekly webinar in this course.

Course contents

- Topic 1 – Leadership Style and Personality Types: Our organization has placed each of us into supervisory positions. Does this mean we are leaders? Is leadership the same as management? What are the characteristics of effective leaders? In this webinar, we will address leadership vs. management. In addition, we will discuss the importance of personality styles in how we lead and influence others.
- Topic 2 – Teamwork and Managing People: Supervisors are in the people business. Whether people on our teams or a person up and across the organization, much of our success at work (and in life) comes down to relationships with others. Yet the demands of our jobs can make it seem impossible to take the time required to initiate and build relationships. In this webinar, we will talk about specific strategies to help you build and maintain relationships that will help you succeed at work. In addition, we will discuss how you can help your team move from a collection of people to a motivated, high performing team.
- Topic 3 – Managing Time and Commitments, and Delegating: "Too much to do. Too little time to do it!" That's a phrase we often hear from leaders. The focus of this session is helping supervisors manage their time and commitments. This is not a traditional time management session. It is much more holistic than just tools and techniques. We will see how managing our time is more than just having a to-do list. We will include discussions about managing our energy, interruptions, priorities, e-mail, and paperwork.
- Topic 4 – Coaching and Influencing Skills for Supervisors: What is influence? Is it the same as power? When does influence become manipulation? Though supervisors have some authority because of their position, they are constantly faced with the need to influence without authority. This learning session teaches well-researched perspectives and techniques to help the participants increase their ability to influence others.
- Topic 5 – Being a Successful Leader and Supervisor: One measure of a successful leader is how many leaders they help grow and mentor. How can you develop the people around you when you are extremely busy yourself? How can you be a resource for growing and mentoring others in your organization, even if they don't report to you? How can you continue to grow your own leadership capabilities, all the more challenging in light of the demands of your job? This session directly addresses these questions, with practical insights to help you continue to develop yourself and those around you, helping you build a legacy of success as a leader.

Target audience

UN staff with first-level supervisory responsibilities

Cost of participation

The course fee of \$550 covers full participation in the online course.