UNITED NATIONS SYSTEM STAFF COLLEGE

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ONLINE

16 FEB 2027 - 16 MAR 2027

JPO Managing Up Masterclass

Career advancement



LANGUAGE	DURATION	ENROLL BY	PRICE	LOCATION	TARGET
English	5 Weeks	09 Feb 2027	1,000 USD	ONLINE	UN Only

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This masterclass offers a unique learning opportunity, drawing on UNSSC's extensive experience in providing training for junior professional officers (JPOs) worldwide. It incorporates real-life experiences and insights from JPOs across the globe.

The programme equips JPOs - regardless of whether they are at the beginning, midpoint, or end of their assignments - with the knowledge, practical skills, and attitudes necessary to effectively engage with their supervisors and advance their careers both within and beyond the UN system.

Introduction

The relationship between JPOs and their supervisors is not merely a day-to-day working connection; it is a cornerstone that significantly influences both the success of individual JPOs and the realization of the broader organizational mission within the United Nations(UN) system and other multilateral organizations. This relationship plays an essential role in shaping the professional journeys, offering guidance, mentorship, and opportunities to navigate the unique challenges of working in a diverse, multicultural environment. Yet, establishing and nurturing this relationship often presents complexities, particularly for those new to the dynamic, multifaceted, and often demanding environment of the UN and multilateral system. Understanding and managing this relationship effectively is key to achieving meaningful career growth and contributing positively to the JPO assignment and UN's objectives.

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In response to a recurring and long-standing need expressed by JPOs, this masterclass has been designed to provide essential, practical guidance for developing strong 'managing up' relationships. It addresses the shared challenges that JPOs face and offers strategies for advocating for professional development within the UN framework.

The masterclass is built upon years of accumulated feedback, field-tested best practices, and theoretical insights, the needs and aspirations expressed by the JPOs themselves, enabling JPOs to understand not only the ideal dynamics of these relationships but also how to apply these concepts in real-world settings.

The masterclass aims to empower primarily JPOs with a (comprehensive) toolkit of strategies to help them communicate effectively with supervisors, set clear expectations, negotiate tasks, and resolve conflicts professionally. Additionally, it fosters an understanding of how to align personal career goals with the organization's strategic objectives, ensuring that JPOs can maximize their contributions while achieving their own developmental milestones.

This five-module masterclass enhances participants' self-awareness, emotional intelligence, and leadership skills, empowering them to build strong, collaborative relationships with supervisors and colleagues. Grounded in the UN System Leadership and Competency Frameworks, the training focuses on practical strategies for managing up, resolving conflicts, and fostering innovation in teams.

Participants will leave with a personal toolkit for effective communication, negotiation, and career planning, ensuring they can thrive in the dynamic and multicultural environment of the UN and the multilateral system. asterclass has been designed to provide essential, practical guidance for developing strong 'managing up' relationships. It addresses the shared challenges that JPOs face, and offers strategies for advocating for professional development within the UN framework.

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Objectives

Upon successful completion of the programme, participants will be able to:

- Identify their supervisor's leadership style to better anticipate their needs and adapt their approach.
- Anticipate their supervisor's priorities and needs to align with their goals while fostering your own professional growth.
- Enhance self-awareness and emotional regulation to manage workplace stress and respond empathetically to their supervisor's concerns.
- Apply win-win negotiation techniques to resolve conflicts and allocate resources fairly, balancing assertiveness with diplomacy.
- Seek mentorship and guidance from their supervisor to leverage their expertise for professional development.

Course methodology

In contrast to most traditional courses, this online masterclass combines tutored components with interactive practical exercises of role play, real-world applications, peer-to-peer sharing and self-reflection. It is designed to give participants the opportunity to learn new skills and their practical, daily application, through case studies, practices and tutored/guided discussions. In addition, asynchronous activities and supplementary reading material for self-paced study will be provided, further enhancing the learning pathway.

In this masterclass you will:

- Participate in five live two-hour modular webinars combining coaching-based approaches, plenary sessions, and small-group discussions to promote deep engagement and learning with the instructor and peers, and actionable outcomes
- Elevate your managing up skills in the UN system by applying your learning to real-life contexts that focus on you in your position
- Exchange openly with a small group of peer JPOs from around the world and across the UN system and other multilateral organizations, in a confidential setting where personal sharing is never recorded
- Access all course materials, expert-recommended readings and curated resources, which are published on the UNSSC's dedicated learning platform, from your computer and/or mobile device
- A one-on-one online session with the instructor (private and confidential online session can be requested with the facilitator to discuss any specific issues or challenges that JPO may be facing)
- Take an active part in every session through live anonymous polls and Q&A, and work on real-life mini case studies from headquarters and field duty stations each week.

Course contents

Participants will learn to navigate the complexities of supervisor relationships, manage workplace challenges, and align their personal and professional goals with the UN's mission. Each module equips JPOs with targeted skills to foster a positive, collaborative relationship with their supervisors. From understanding leadership styles and building trust to resolving conflicts and aligning career goals, participants leave with practical tools to enhance communication, demonstrate initiative, and maintain mutual respect—ensuring both personal and organizational success.

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1) Week 1: Understanding and Aligning with Your Supervisor

Webinar on 16 February 2027, 2.00-4.00 pm CET (two hours)*

This module helps JPOs identify their supervisor's leadership style and align their work approach to meet expectations. By building trust and mutual understanding, participants learn how to establish a strong foundation for a productive supervisor-JPO relationship. This module is the starting point, as it equips JPOs with the essential skills to navigate their supervisor's preferences and set the stage for effective communication and collaboration.

2) Week 2: The Art of Managing Up

Webinar on 23 February 2027, 2.00-4.00 pm CET (two hours)*

Building on the foundation of understanding supervisor dynamics, this module helps JPOs proactively manage their relationship with their supervisor. Participants learn to anticipate their supervisor's needs, communicate effectively, and take initiative to align their work with organizational goals. This module is a natural progression from module 1, as it shifts from understanding the supervisor to actively shaping the relationship for mutual success.

3) Week 3: Emotional Intelligence and Communication Strategies

Webinar on 2 March 2027, 2.00-4.00 pm CET (two hours)*

This module focuses on enhancing emotional intelligence (EI) and communication skills to navigate complex workplace dynamics. Participants learn how to manage stress, give constructive feedback and handle difficult conversations with empathy. They practice balancing frankness with diplomacy and explore how emotions are read differently across cultures. Through role plays, they rehearse a simple structure for raising requests: background, hook, ask. It builds on module 2 by deepening the communication skills needed to manage up effectively.

4) Week 4: Negotiation and Conflict Resolution

Webinar on 9 March 2027, 2.00-4.00 pm CET (two hours)*

This module equips JPOs with practical tools for resolving conflicts and negotiating effectively in high-stakes situations. Participants explore win-win approaches to resource allocation, workload discussions, and conflict resolution through case studies and role plays, balancing assertiveness with diplomacy. It connects to module 3 by applying emotional intelligence and communication skills to real-world challenges, ensuring JPOs can navigate conflicts professionally and maintain productive relationships.

5) Week 5: Inside Out – Outside In - Career Development

Webinar on 16 March 2027, 2.00-4.00 pm CET (two hours)*

The final module helps JPOs chart their career path, leveraging their experiences and skills and career conversations with the supervisor. Participants create a dual-path career plan, focusing on long-term goals, and work-life balance. This module ties together the skills learned in previous modules to empower JPOs for sustainable career growth and success in the UN and beyond. It also helps JPOs navigate how AI is reshaping their roles and their supervisors' expectations, so they can stay relevant and confident about what comes next.

** Some modifications to the themes and time schedule are possible and to be designed by the incumbent.*

Target audience

Junior professional officers at headquarters and field locations in the UN. We also recommend the programme to JPOs deployed in affiliated entities, related organizations and other multilateral organizations, who want to pursue a career in the UN system. Whether you are just starting your assignment or already well into it, the programme meets you where you are: new JPOs build strong foundations and trust early, while those further along work through more complex supervisor dynamics, workload and their next career move. By nomination and open enrolment.

Cost of participation

The programme fee of $1000 includes:

- The five-week live virtual masterclass, combined with an online learning path with engaging content and interaction with peers and instructor
- Five webinars with tools, surveys, and relevant materials
- Unlimited access to the dedicated online learning platform with a curated resource repository (recording of the instructor's expert input, activities, readings, tools, videos related to the content of the masterclass, etc.)
- Live interaction with peers and the instructor through anonymous polls, Q&A and small-group discussion
- 30 minute one-on-one online session (optional)

Certificates will be awarded to participants who complete course requirements.