



APRIL 2018

Listen carefully

It's time to reflect on our work and our achievements of the past year, as the end of the 2017-18 performance cycle is here. While giving and receiving feedback continuously makes it more meaningful and actionable, this is a time of the year when we need to be specially prepared to give and receive feedback.

Here are some resources to support you:

- Visit the HR Portal's revamped [Performance Management site](#), where you will find among other things some [learning resources](#), as well as guidelines for each performance management role and [FAQs](#).
- Request a [career coaching session](#) via skype
- Go through the [Managing Up](#) curriculum on Lynda.com
- Learn about the [power of empathy](#) in communications with others



Lynda.com video of the month:

The Structure of Meaningful Listening

Discover the benefits of meaningful listening and learn about the six cornerstone principles to listen effectively (duration: 2m 34s).

[WATCH VIDEO](#)



GLOBAL OPPORTUNITIES FOR LEARNING AND CAREER SUPPORT IN APRIL

COMMUNICATION SKILLS & GENERAL INTEREST PROGRAMMES

Panel report writing for hiring managers (LMS-2324)

WebEx
Duration: 2 sessions of 1 hour 30 min each
18-19 April
7:00am (New York) // 1:00pm (Geneva) // 2:00 pm (Nairobi) // 6:00 pm (Bangkok)

Unconscious Bias for Panel Members (LMS-2679)

WebEx
Duration: 1 hour 30 min
5 April
3:30am (New York) // 9:30am Geneva // 10:30am Nairobi // 2:30pm Bangkok
or
9:00am New York // 3:00pm Geneva // 4:00pm Nairobi // 8:00pm Bangkok

Écrire pour iSeek (LMS-3054)

Online virtual classroom instruction with tutor support
Duration: 8 hours over 5 weeks
30 April – 1 June

PROGRAMMES FOR EXAM PREPARATION

Spanish- LPE preparation : Compresión oral y vocabulario (LMS-1963)

Self-paced with tutor support
Duration: 8 hours
Open from 23 April to 1 June

Préparer les épreuves de compréhension et de langue de l'EAL (LMS-1699)

Self-paced
Duration: 20 hours
Open from 1 April to 15 September

LANGUAGE SKILLS ONLINE PROGRAMMES

French - Expressing likes and dislikes - Writing (A1) (LMS-2430)

Self-paced with tutor support
Duration: 9 hours over 6 weeks
Open from 24 April until 1 June

French - Expressing likes and dislikes - Speaking (LMS-2431)

Self-paced with tutor support
Duration: 9 hours over 6 weeks
Open from 24 April until 1 June

French - Introducing oneself - Writing (LMS-2682)

Self-paced with tutor support
Duration: 9 hours over 6 weeks
Open from 24 April until 1 June

French - Introducing oneself - Speaking (LMS-2683)

Self-paced with tutor support
Duration: 9 hours over 6 weeks
Open from 24 April until 1 June

Novelas en Español: El beso de la mujer araña (LMS-2672)

Self-paced with tutor support
Duration: 24 hours
Open from 23 April until 13 July

FUTURE COURSES OPEN FOR ENROLLMENT

Parlons "Égalité des sexes" (LMS-3055)

Virtual classroom with tutor support
Duration: 6 hours over 6 weeks
14 May to 22 June

Look at the offer for each language by clicking below. Choose the type of course and the language you want to learn.

ONLINE LANGUAGE LEARNING

Shining light on excellent client service



This month, our spotlight shines on **Silvia Trisciuzzi**, who works at the Turin Liaison Office of UNICRI (United Nations Interregional Crime and Justice Research Institute):

"Silvia is a general service staff member working in the travel Unit. She's always ready to assist in finding the best and most effective solution to the staff travel needs and works with us to anticipate problems. Silvia never loses her patience even when we ask her the same question many times and she always keeps us informed of changes or possible setbacks.

I work in an office away from HQs but I never had a problem with Silvia not being available or not returning my call or message as soon as possible. Silvia's dedication to making sure each travel experience is followed up from beginning to start is an excellent example of her client orientation skills."

Do you have any more examples of great client service orientation? Send them to learning@un.org. We will be sharing more examples in the coming issues of the newsletter and look forward to getting yours as well.

The ACUNS Programme is taking a break

The ACUNS (Academic Council on the United Nations System) Workshop will not be taking place in 2018 as they relocate their headquarters to their new institutional home (2018-2023) in Coventry University, UK.

OHRM will continue to support the ACUNS programme in 2019 and will share information on the 2019 agenda once available.

Stay tuned!

Calling all French students! Enrollment is open for future courses

Enrollment has opened for several upcoming French courses. Please see some of them below.

Make sure to secure your seat by registering via Inspira!

- First Contact (LMS-3058)
- Parlons de l'égalité des sexes (advanced) (LMS-3055)
- Webinaire - Stratégies pour l'épreuve d'expression écrite de l'EAL (advanced) (LMS-2495)
- Webinaire - Stratégies pour l'épreuve d'interaction orale de l'EAL (advanced) (LMS-2500)
- Préparer l'épreuve d'expression écrite de l'EAL (LMS-2493)
- Préparer l'épreuve d'interaction orale de l'EAL (LMS-2494)



SEE GUIDES ON HOW TO REGISTER FOR COURSES ON [INSPIRA](#)

[CLICK HERE](#)

Have you missed past Newsletters?

Click [here](#) to access them on the HR Portal.

