



MARCH 2018

Sailing the winds of change

Change is the only constant, the proverb says. Both for individuals and organizations, it is only through change that we can grow, progress and innovate. That doesn't mean that it is always easy to navigate change. One of the keys to succeed, is to develop a positive mindset that finds opportunity in every change.

To support you in developing a positive mindset, we have put together some resources for you:

- Career Counselling and Coaching are available to UN staff via Skype free of charge. Click [here](#) to find out more. Please find information about other career development opportunities [here](#).
- What makes a great leader? Management theorist Simon Sinek suggests that good leaders make us feel safe. Watch [here](#).
- See UNSSC case studies about successful change in the UN System (for example in [UNOPS](#), [PAHO](#))
- With [Happiness Day](#) around the corner (20 March), check out the [happiness tips weekly series](#) on Lynda.com



Lynda.com video of the month: [Embracing Change](#)

In this short course, author and business coach Todd Dewett explains how you can harness the power of change and benefit those around you by avoiding quick reactions, adopting a positive attitude, and developing a 30-day plan to integrate change.

WATCH VIDEO

Are you a manager?

We recommend checking out this programme: [Executive Decision Making](#)



GLOBAL OPPORTUNITIES FOR LEARNING AND CAREER SUPPORT IN MARCH

LANGUAGE AND COMMUNICATION SKILLS PROGRAMMES

Vocabulario y Gramática A1: Gustos y tiempo libre (LMS-1860)

Self-paced with tutor
Duration: 4 hours over 4 weeks, open from 26 February till 30 March
Weekly individual tutoring (max. 15 min, via skype, telephone or in person) upon request and appointment.

Vocabulario y Gramática A1: Rutina en presente (LMS-1859)

Self-paced with tutor
Duration: 4 hours over 4 weeks, open from 26 February till 30 March
Weekly individual tutoring (max. 15 min, via skype, telephone or in person) upon request and appointment.

Vocabulario y Gramática A2: Ser y estar (LMS-1964)

Self-paced with tutor
Duration: 4 hours over 4 weeks, open from 26 February till 30 March
Weekly individual tutoring (max. 15 min, via skype, telephone or in person) upon request and appointment.

Vocabulario y Gramática A2: Pasados en historia y biografías (LMS-2123)

Self-paced with tutor
Duration: 8 hours over 4 weeks, open from 26 February till 30 March
Weekly individual tutoring (max. 15 min, via skype, telephone or in person) upon request and appointment.

Vocabulario y Gramática B1: Aconsejar en presente de subjuntivo (LMS-2124)

Self-paced with tutor
Duration: 4 hours over 4 weeks, open from 26 February till 30 March
Weekly individual tutoring (max. 15 min, via skype, telephone or in person) upon request and appointment.

Redacción Eficaz: Claridad y precisión (LMS-2953)

WebEx
Duration: 18 hours, open from 26 February till 30 March
Session on 26 February and 2, 9 March 8 am (New York) // 2 pm (Geneva) // 8 pm (Bangkok)
Sessions on 16 and 23, 8 am (New York) // 1 pm (Geneva) // 7 pm (Bangkok)
Session on 30 March, 8 am (New York) // 2 pm (Geneva) // 7 pm (Bangkok)

PROFESSIONAL SKILLS PROGRAMMES

Staff selection training for hiring managers (LMS-2411)

WebEx
Duration: 3 modules on consecutive days of 1.5 hours each
20- 22 March, 7 am (New York) // 2 pm (Nairobi) // 6 pm (Bangkok)

Dates for May workshops are already available for enrollment:
29 – 31 May, 7 am (New York), 2 pm (Nairobi) // 6 pm (Bangkok)

Client Services (LMS-1618)

WebEx
Duration: 3 hours
12-13 March, 9:00 am (New York) // 2:00 pm (Geneva) // 8:00 pm (Bangkok)

SELF-PACED PROGRAMMES

Unconscious Bias for CBI panel members (LMS-2679-10)

Self-paced
Duration: 1 hour 30 min

Competency-based interviewing for applicants (LMS-1118)

Self-paced
Duration: 30 min

Creating your job application / profile (LMS-1249)

Self-paced
Duration: 30 min

OPEN ENROLLMENTS FOR FUTURE PROGRAMMES

Panel report writing for hiring managers (LMS-2324)

WebEx
Duration: 2 sessions of 1 hour 30 min each
18 – 19 April, 7 am (New York), 2 pm (Nairobi) // 6 pm (Bangkok)
20 – 21 June, 4 am (New York), 11 am (Nairobi) // 3 pm (Bangkok)

The times listed above correspond to the start date of each programme. However, please note that [daylight savings time](#) will be observed in certain regions starting on different dates in March. Please keep this in mind before enrolling in learning activities that last for several days or weeks.

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



In December we asked you to share experiences of excellent client service you've received from UN colleagues (see [here](#)). This month, our spotlight shines on **Isabel Berclaz** in her role as General Support at Branch Level at UNCTAD (United Nations Conference on Trade and Development) in Geneva. Nominated by Arantxa Sanchez Belastegui:

"She (...) is always looking for ways to help you and provide you with answers, all of this with a very big smile. Isabel knows the inside out of her job and if she does not know something, she will figure it out for you. When UMOJA came in place and many people were annoyed by it, she just went to it with a smiling attitude and mastered the piece.

(...) When you come to her for something, she never gives you more work (...), she comes to you with solutions. (...) It is not a one-time incredible attitude or anecdote you could tell. It is the fact that she is client oriented every day, to all of us, and this for decades of years of commitment to the Organization. It is really a pleasure to work with her and it will be a great lost for all of us when she retires."

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.

Have you missed past Newsletters?

You can now view all the issues on the HR portal.
Click [here](#) to access them



Nominations for Online Language Learning Licenses are open!

As we announced last month, OHRM will coordinate the distribution of Online Language Learning Licenses in March. Focal points and Learning Managers of each department will be asked to nominate staff and will have time to do so until 15 March. If you are interested in receiving a license for Chinese, Arabic, Spanish, English or French please contact your learning focal point or learning manager, so they can add you to their nomination list.

Celebrating UN French Language Day with new online courses

The UN French Language Day is on 20 March 2018. On this occasion, the French Programme is proud to announce the launch of 3 new online courses:

- "Premier contacts": An introduction to the French language 100% online and completely autonomous to support you in your introductory learning.
- For advanced levels, "Écrire pour iSeek": a tutored online training, resulting from a partnership between DPI and the Language and Communications Programme, will give you the basis to write your first iSeek publication in French.
- To celebrate the International Women's Rights Day: "Parlons de l'égalité des sexes", a tutored online training to raise awareness on topics such as the empowerment of women and girls and gender equality.

Registration for these courses will start at the end of March and can be done via Inspira, so stay tuned!

Illustration by Sergio Baradat



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

[CLICK HERE](#)