November 2018

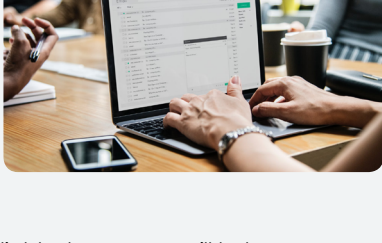## Best practices for making documents and web pages accessible

According to the World Health Organization, 15 percent of the world population lives with some form of disability. How do you make sure that people with visual, auditory, physical, speech, or cognitive disabilities don't face difficulties in interacting with the digital content that you create?

One way to make documents and web pages accessible to everyone is by structuring it with clear, well-formatted headings. This helps screen readers skim the document so that they can find content more easily. In addition, the inclusion of alt+ text for graphical content helps blind and low-vision users understand non-textual content, as their readers and devices can read them out.

In addition to adhering to Web Content Accessibility Guidelines and Section 508 standards, these highlighted resources will help ensure that the digital content that you create is usable by everyone:

- The UN's Accessibility guidelines for websites assists departments and offices by offering guidelines on how to optimize content, navigation and design for all users. It also has a validation tool to check the accessibility of the content and design.
- UNICEF's Web Accessibility Training, available on Agora (login as guest).
- The Checklist for creating accessible Word and PDF Documents from Mr. Prashant Verma, an expert and consultant on digital accessibility for international organizations.
- The Accessibility Centre at UN Headquarters offers assistive tools and technologies for persons with visual, audio and mobility impairments.
- Microsoft accessibility training provides video tutorials for creating accessible Word documents, emails, Excel sheets and PowerPoints. Different accessible templates are also available.
- The 7 Principles of Universal Design from the Institute for Human Centered Design.

Lynda.com video of the month: Accessibility for Web Design

Are you doing everything you can to make sure your sites are accessible and easy to use? Learn practical accessibility techniques to ensure your web designs can be viewed and used by everyone. Internationally recognized accessibility expert Derek Featherstone walks through examples of common web interaction flows, and then steps through considerations and tactical strategies for each component, to assure that people with disabilities can easily complete those tasks.

WATCH PLAYLIST   Learn the proper use of color, contrast, and motion, and find out how to design keyboard interactions and touch interfaces; incorporate images, sound, and video; design accessible forms; structure content at the tag level; and balance responsive design with accessibility.

VISIT THE HR PORTAL FOR MORE DETAILS ON HOW TO SIGN UP FOR YOUR FREE LYNDA.COM ACCOUNT

Lehigh University offers MBA Scholarships to United Nations Staff

Lehigh University is offering three full tuition scholarships to United Nations staff for its accelerated one-year Master in Business Administration (MBA) degree for the 2019-20 academic year. Additional scholarships of $10,000 will be awarded to other qualified United Nations applicants.

Application deadline
Applications are currently being accepted with deadlines on 4 January 2019 and 15 March 2019. Interested staff can apply directly on the University website. The scholarships will be given on a competitive basis and will allow grantees to complete a full, rigorous MBA in one intensive year. If selected, a staff member will have to apply for Special Leave Without Pay for the duration of the programme.

More information is available on the University website, the flyer, iSeek announcement, or by contacting Mary Theresa Taglang, Director of Recruitment & Admissions at mtt4@lehigh.edu or 610-758-4386.

Shining Light on Excellent Client Service

This month, our spotlight shines on the Language Programme team at the United Nations Office in Geneva. Anna Sanvisens Farras, Language Teacher in New York and Focal Point for Language Harmonization writes:

"Since March 2017, I have had the pleasure to work daily with some of the language teachers on our joint project to harmonize language learning. The team in Geneva welcomed me very warmly, and generously shared not only their equipment and work-spaces, but also their time, experience and interest in exchanging as much as possible. I can attest to the fact that they are an organized and engaged team, completely reliable as partners... and resilient.

Moreover, my Geneva colleagues are always seeking to offer excellent services to the language learners they welcome: continuously improving and adapting language learning content to make the best use of technology and they update courses to more appropriate formats. More importantly, they truly know how powerful human relationships are for learning, especially for languages, as many former students acknowledge.

Some of their initiatives include the joyous launch of the Centre for Learning and Multilingualism, and their celebrations of language days or language parties, the promotion of tandem exchanges. They are also currently preparing for their upcoming move and merging with the UNOG Library. Congratulations!"

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.
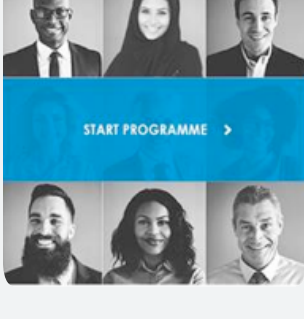

GLOBAL OPPORTUNITIES FOR LEARNING AND CAREER SUPPORT

PERFORMANCE MANAGEMENT TRAINING – NOW ONLINE!

OHRM is pleased to announce that the mandatory Performance Management and Skills Development Programme for Managers and Supervisors (per ST/SGB/2011/5) is now online. This programme is required for all staff with supervisory responsibilities.

The course takes approximately 2.5 hours to complete with 7 modules and includes an assessment at the end.

To register, log into inspira, search for "Performance Management and Development" (or LMS-3281) and enroll. For more information, please visit iSeek.

START PROGRAMME ▶

PERFORMANCE MANAGEMENT TRAINING OPPORTUNITIES

In addition to the new online Performance Management programme, the following performance management workshops will take place in November and December.

Mid-point reviews should be completed by the end of November so it's a good time to brush up on performance management fundamentals! Please contact the respective EO/HR office for details.

A reminder to also check out resources on the HR Portal on performance management roles and responsibilities for staff members, First Reporting Officers, Second Reporting Officers, and HR Practitioners.

Workshop	Location	In person	Department	Contact
Performance Management and Development Learning Programme for Managers and Supervisors Duration: 4 - 7h	Sudan	5, 9 Nov; 4, 6 Dec	UNMISS	Shamba Phiri <phiri5@un.org>, Rejoice Chan <chan8@un.org>, Suzan Benjamin <benjamin1@un.org>
	Lebanon	7 Nov; 5 Dec	UNIFIL	Khalil Nassour <nassourh@un.org>
	Golan	21, 22 Nov	UNDOF	Tirhas Tesfagiorgis <tesfagiorgist@un.org>
	Kabul	8, 22 Nov; 4, 6, 11 Dec	UNAMA	Hamidullah Inayat <inayat@un.org>
	Geneva	14 Nov; 12 Dec	UNOG	<clm_mc@un.org>, Virginie Maria Ferre Sanchez-Macagno <virginie.ferre@un.org>
	Nairobi	15 Nov	UNON	Irene Muchai <irene.muchai@un.org>, Anouk Paauwe <paauwe@un.org>, Kennedy Wabule <kennedy.wabule@un.org>
	Bangui *Webex available	10, 23 Nov; 10 Dec	MINUSCA	Judith Birch <birchj@un.org>, Amr Sallam <sallam@un.org>
	El Fasher	8 or 29 Nov	UNAMID	Samuel During <durings@un.org>
	Erbil, Baghdad	10, 17 Dec	UNAMI	Huda M. Shahwan <shahwan@un.org>, Angelika Ali <ali92@un.org>, Dalia Wasfy <wasfy@un.org>
Performance Management: The Basics Duration: 3.5h	Santiago	22 Nov	ECLAC	Alberto Santibanez <alberto.santibanez@cepal.org>
Performance Management: The Basics, Setting Challenging Performance Goals, Performance Management – Setting SMART Goals, The End of Cycle Appraisal, Addressing Performance Issues Duration: 2h/day	Golan	31 Oct - 1 Nov, 14 - 15 Nov, 28 - 29 Nov	UNDOF	Tirhas Tesfagiorgis <tesfagiorgist@un.org>
INSPIRA e-Performance Navigation Duration: 2 - 3.5h	Bangui * Webex available	6, 13 Nov; 4 Dec	MINUSCA	Judith Birch <birchj@un.org>, Amr Sallam <sallam@un.org>
	Kabul	13, 20 Nov	UNAMA	Hamidullah Inayat <inayat@un.org>

LANGUAGE AND COMMUNICATION SKILLS PROGRAMMES

Language	Activity	LMS-Code	Modality	Tutor	Course Dates	Duration	Enroll by
French	Professional Correspondence Levels B1 +/ B2	UNOG course	self-paced with tutor and webinars	✓	7 January to 15 March 2019	Equiva-lent of 48 hours	6 November
English	Writing for professional purposes: Levels B2 - C1	UNOG course	self-paced with tutor and webinars	✓	14 January to 8 March 2019 Five webinars of 90 min. 10 & 23 Jan. at 9.30 a.m. (GE time): 6 Feb. at 9.30 a.m.; 21 Feb. & 6 March at 3 p.m.	Equiva-lent of 48 hours	6 November
Spanish	Vocabulario Y Gramatica A1: Rutina En Presente	LMS-1859	self-paced	✓	29 October to 7 December	4 hours	30 November
Spanish	Vocabulario Y Gramática A1: Gustos Y Tiempo Libre	LMS-1860	self-paced	✓	29 October to 7 December	4 hours	30 November
Spanish	Vocabulario Y Gramatica A2: Ser Y Estar	LMS-1964	self-paced	✓	29 October to 7 December	4 hours	30 November
Spanish	Vocabulario Y Gramatica B1: Acon-sejar En Presente De Subjuntivo	LMS-2124	self-paced	✓	29 October to 7 December	4 hours	30 November
Spanish	Online Micro Learning Activities: Cómo poner acentos en español.	LMS-3035	self-paced	✓	29 October to 30 November	3 hours	23 November
Spanish	Recetas Gramaticales	LMS-3186	Webex		1 October to 7 December sessions held on Fridays 12/10, 26/10, 9/11, 16/11, 30/11 and 07/12 9:00 - 10:30 am New York 3:00 - 4:30 pm Geneva 4:00 - 5:30 pm Nairobi 8:00 - 9:30 pm Bangkok	9 hours	26 November

PROFESSIONAL SKILLS PROGRAMMES

Language	Activity	LMS-Code	Modality	Tutor	Course Dates	Duration	Enroll By
English	Unconscious Bias for CBI Panel Members (only for staff that have completed the CBI class before April 2017)	LMS-2679-53	Webinar	✓	15 November	1,5 hours (starting time: 3:30am EST)	13 November
English	Unconscious Bias for CBI Panel Members (only for staff that have completed the CBI class before April 2017)	LMS-2679-54	Webinar	✓	15 November	1,5 hours (starting time 9:00am EST)	13 November

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

SEE GUIDES ON HOW TO REGISTER FOR COURSES ON INSPIRA

Have you missed past Newsletters?
Access them on the HR Portal