

The background features a large, light blue watermark of the United Nations logo, which consists of a world map surrounded by olive branches.

**UNITED TO
REFORM
LEARNING STRATEGY**

UNITED TO REFORM LEARNING STRATEGY

Empowering United Nations Secretariat staff to take on new functions and develop their skills and knowledge as their new departments take shape.



CHANGE
MANAGEMENT

SKILLS RE-TOOLING

TEAMBUILDING

CROSS-CUTTING
LEARNING



IMPROVING
INDIVIDUAL AND
ORGANIZATIONAL
PERFORMANCE



DELIVER ON
UN MANDATES

Supporting the UNITED TO REFORM vision of leading the UN Secretariat in efficient, client-oriented and innovative mandate delivery.

UNITED TO REFORM LEARNING STRATEGY



CHANGE MANAGEMENT

Advisory services and learning to support offices in establishing and reinvigorating teams.

SKILLS RE-TOOLING

To provide staff with the specific skills required to carry out functions that are new to the department and/or new to the staff member.

TEAMBUILDING

To provide new teams with bespoke teambuilding interventions in order to create strong and cohesive teams that will be able to deliver quickly on the new mandates.

CROSS-CUTTING LEARNING

Lynda.com courses to support building skills and creating a culture that is proactive, client- and results-oriented, innovative, and committed to continuous improvement.

How can the UN identify their products (policies, tools, platforms, and services) and use design-thinking to improve them for their end users?

Week 1



DESIGN, BUSINESS & INCLUSION

John Maeda shares insights about the rise of design as a key component for innovative and growing businesses. He also shines the spotlight on the link between inclusion and design.

23 MIN

How can UN staff create the kind of inclusive environment that they want to live and work in?

Week 2



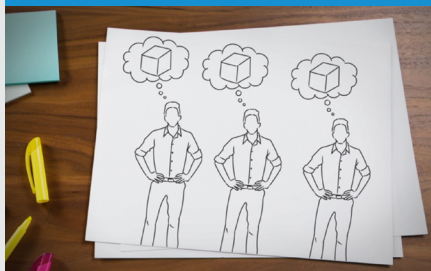
CONFRONTING BIAS: THRIVING ACROSS OUR DIFFERENCES

Learn how to take responsibility in eradicating barriers based on race, ethnicity, gender, sexual orientation, and other differences in order to build a stronger United Nations.

40 MIN

How can UN staff become better problem solvers and decision makers, and create an organizational culture that thrives in the face of change?

Week 3



CULTIVATING MENTAL AGILITY

For change to be embraced and for impacted staff to adopt new mindsets and behaviors, ingrained thinking habits have to be challenged. In this course, we learn how to cultivate the mental agility required for change.

37 MIN

What can the UN do to become an agile Organization?

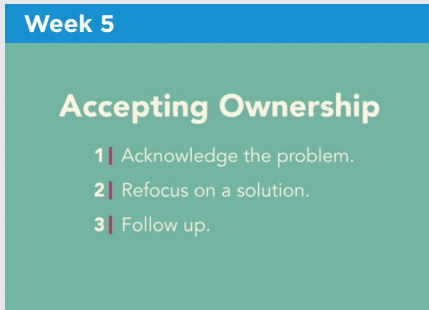


STRATEGIC AGILITY

Determine what it means to become more adaptive, including decisions on how to align processes, how to think about risk, and what behavior senior leaders need to model for the rest of the Organization.

1 HOUR

What customer service techniques can be used by UN staff to improve how they serve clients?



CUSTOMER SERVICE FOUNDATIONS

Learn how to build winning relationships, provide the right assistance at the right time, and effectively handle angry customers. Find ways to determine what your customers really think about your service and use their feedback to improve.

1 H 23 MIN

How can UN staff produce innovative solutions to deliver on the Organization's mandates?



ENHANCING TEAM INNOVATION

Identify the psychological tricks and best practices to help high-performing teams reach their innovative potential. Discover how to create a space for innovation to thrive, nurture new ideas, and learn from challenges.

1 H 14 MIN