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.
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?

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

How can UN staff become better problem solvers and decision makers, and create an organizational culture that thrives in the face of change?
### Week 4 - Strategic Agility

**What can the UN do to become an agile Organization?**

Determine what 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

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### Week 5 - Customer Service Foundations

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

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

#### Accepting Ownership

1. Acknowledge the problem.
2. Refocus on a solution.
3. Follow up.

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### Week 6 - Enhancing Team Innovation

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

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