

# Module 3: Individual Peacekeeping Personnel

## Lesson 3.1



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## UN Core Values and Competencies



# Relevance

- Rich cultural and institutional diversity between military, police, civilian
- Organizational Core Values and Competencies create a shared language



# Learning Outcomes

Learners will:

- List UN Core Values and Competencies
- Explain their importance
- Describe different ways peacekeeping personnel build on UN Core Competencies



# Lesson Overview

1. Definitions
2. Importance
3. UN Core Values
4. UN Core Competencies
5. Managerial Competencies
6. Continuous Learning
7. What Individual Peacekeeping Personnel Can Do



## Values and Competencies

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### Instructions:

- What does it mean to have “principles”?
- How do “principles” and high quality work contribute to a positive image?
- What skills and behaviours lead to success in work?

### Time: 5 minutes

- Brainstorming: 3 minutes
- Discussion: 2 minutes



# 1. Definitions

- **Organizational Core Values:** shared principles and beliefs underpinning work of organization, and guiding actions and behaviours of staff
- **Organizational Core Competencies:** skills, attributes and behaviours important for all staff
- **Managerial Competencies:** skills, attributes and behaviours considered essential for staff with managerial/supervisory responsibilities



## 2. Why are UN Core Values and Competencies Important?

- Guides you as an ambassador of the UN
- Capitalizes on the key to UN success – quality of its personnel and managers
- Creates organizational culture and environment for personnel to contribute maximum potential
- Builds human resources capacity for the future





## Learning Activity

3.1.2

### What UN Core Values and Competencies Mean

#### **Instructions:**

- Match images with UN values and competencies
- Discuss the meaning of each
- How do they guide you as a UN ambassador?
- How do they contribute to success of the mission?

#### **Time:** 10 minutes

- Group work: 5-7 minutes
- Discussion: 3 minutes





# 3. UN Core Values

- Integrity
- Professionalism
- Respect for Diversity





## Integrity

- Demonstrate the values of UN
- Act without consideration of personal gain
- Resist undue political pressure
- Stand by decisions in the organization's interest
- Do not abuse power or authority
- Take prompt action in cases of unprofessional or unethical behaviour





## Professionalism

- Show pride in work and achievements
- Demonstrate professional competence
- Be conscientious and efficient in meeting commitments
- Be motivated by professional rather than personal concerns
- Show persistence when faced with challenges
- Remain calm in stressful situations





## Respect for Diversity

- Work effectively with people from all backgrounds
- Treat all people with dignity and respect
- Treat men and women equally
- Show respect for diverse points of view
- Examine own biases and behaviours
- Do not discriminate against any individual or group





## 4. UN Core Competencies

- Communication
- Teamwork
- Planning and Organization
- Accountability
- Client Orientation
- Creativity
- Technological Awareness
- Commitment to Continuous Learning





# Communication

- Speak and write clearly
- Listen to others and respond appropriately
- Two-way communication
- Tailor language, tone, style
- Share information





## Teamwork

- Work collaboratively with colleagues
- Solicit input by genuinely valuing others' ideas
- Place team agenda before personal agenda
- Support group decisions
- Share credit, joint responsibility for shortcomings





## Planning and Organizing

- Develop clear goals that are consistent with agreed strategies
- Identify priority activities and adjust as required
- Allocate appropriate time and resources for completing work
- Foresee risk and allow for contingencies
- Monitor and adjust plans as necessary
- Use time efficiently







## Accountability

- Take ownership of responsibilities and honour commitments
- Deliver outputs within prescribed time, cost and quality
- Operate in compliance with rules
- Support subordinates, provide oversight and take responsibility for delegated assignments
- Take responsibility for shortcomings





## Client Orientation

- Consider all “clients” and seek their point of view
- Establish and maintain productive partnerships
- Identify clients’ needs and provide solutions
- Monitor the clients’ environment and anticipate problems
- Keep clients informed of progress or setbacks in projects
- Meet timelines for delivery of products or services to clients





## Creativity

- Actively seek to improve services
- Offer new and different options to meet client needs
- Promote and persuade others to consider new ideas
- Take calculated risks – think “outside the box”
- Take an interest in new ideas
- Do not be bound by traditional approaches





## Technological Awareness

- Keep abreast of available technology
- Understand applicability and limitations of technology
- Actively seek to apply technology to appropriate risks
- Show willingness to learn new technology





## Commitment to Continuous Learning

- Keep abreast of new developments
- Actively seek to develop oneself professionally and personally
- Contribute to the learning of colleagues and subordinates
- Show willingness to learn from others
- Seek feedback to learn and improve





## 5. Managerial Competencies

- Leadership
- Vision
- Empowering Others
- Building Trust
- Managing Performance
- Judgment/Decision-Making





## Continuous Learning

### **Instructions:**

- Consider the UN Core Values and Competencies
- What is your responsibility?
- Describe ways you can gain the knowledge, skills and attributes needed to do your job well

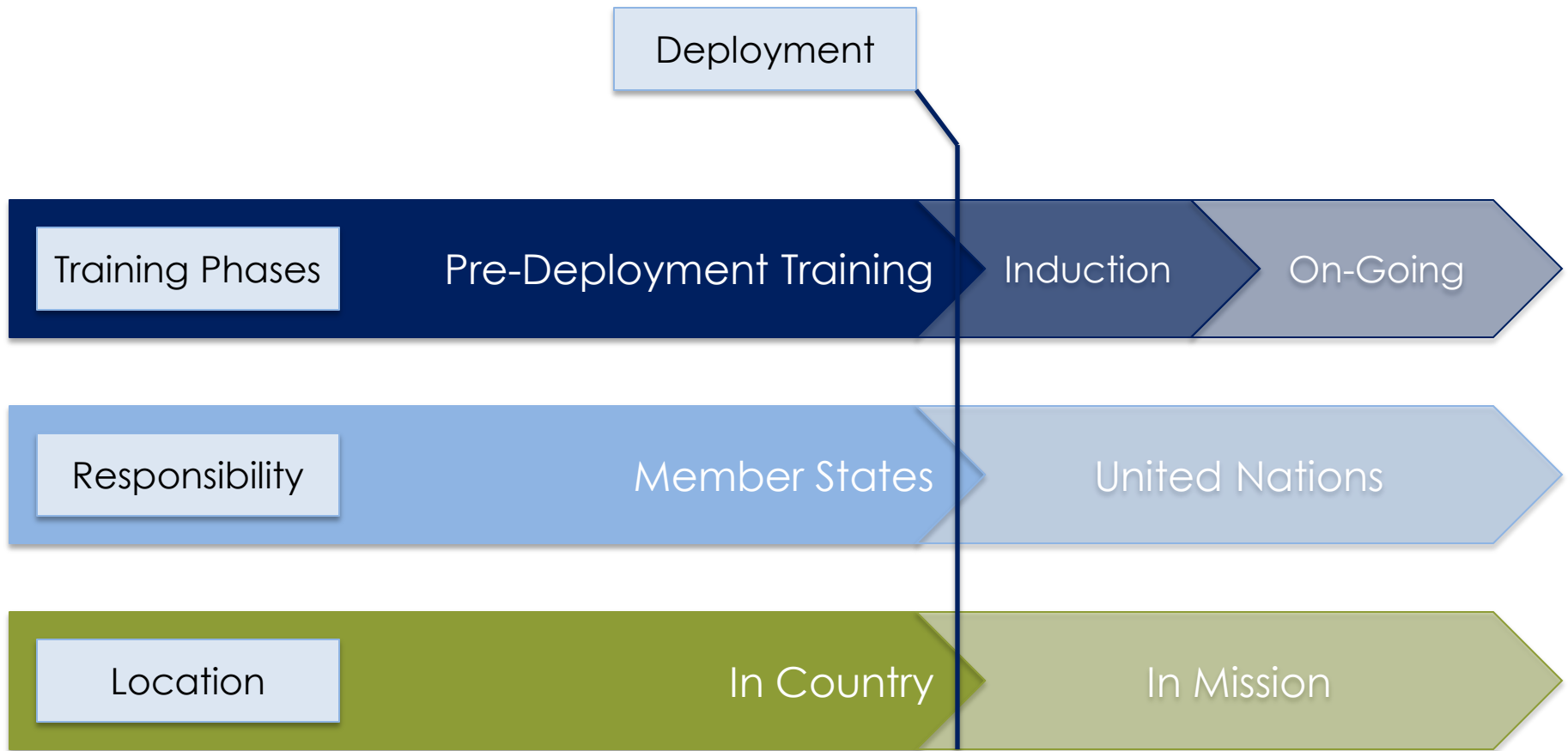
### **Time:** 5 minutes

- Brainstorming: 3 minutes
- Discussion: 2 minutes



# 6. Continuous Learning


## DPKO-DFS Integrated Training Service







# DPKO-DFS Best Practices & Training

<b>Integrated Mission Training Centres (IMTCs)</b>	<ul style="list-style-type: none"><li>▪ Induction Training</li><li>▪ Ongoing Training</li></ul>	
<b>Knowledge Sharing Tools</b>	<ul style="list-style-type: none"><li>▪ After Action Reviews</li><li>▪ Lessons Learned</li><li>▪ Surveys of Practice</li><li>▪ End of Assignment Reports</li></ul>	
<b>Other Resources</b>	<ul style="list-style-type: none"><li>▪ Best Practice Officers</li><li>▪ Communities of Practice</li><li>▪ Peacekeeping Resource Hub (<a href="http://research.un.org/en/peacekeeping-community">http://research.un.org/en/peacekeeping-community</a>)</li><li>▪ Policy &amp; Practice Database – UN access only (<a href="http://ppdb.un.org">http://ppdb.un.org</a>)</li><li>▪ Inspira (<a href="http://inspira.un.org">http://inspira.un.org</a>)</li></ul>	



# UN Learning & Staff Development



<https://hr.un.org>



<http://unitar.org>



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## 7. What Individual Peacekeeping Personnel Can Do

- Be an ambassador of the UN
- Uphold, demonstrate and strengthen UN Core Values and Competencies
- Build on UN Core Competencies through:
  - Training and learning activities
  - Coaching and mentoring
  - Feedback/appraisals
  - Lessons learned from experience



# Summary of Key Messages

- Uphold UN Core Values – integrity, professionalism, respect for diversity
- UN Core Values and Competencies guide you as an ambassador of the UN
- Build UN Core Competencies – training, learning, coaching, mentoring, feedback, appraisals, lessons learned



# Questions



# **Learning Activity**

# **Learning Evaluation**