Module 3: Individual Peacekeeping Personnel

Lesson 3.1

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
Learning Activity

Values and Competencies

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

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
Learning Activity

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

Training Phases
- Pre-Deployment Training
- Induction
- On-Going

Responsibility
- Member States
- United Nations

Location
- In Country
- In Mission
# DPKO-DFS Best Practices & Training

| Integrated Mission Training Centres (IMTCs) | ▪ Induction Training  
▪ Ongoing Training |
|---------------------------------------------|----------------------|
| Knowledge Sharing Tools                     | ▪ After Action Reviews  
▪ Lessons Learned  
▪ Surveys of Practice  
▪ End of Assignment Reports |
| Other Resources                              | ▪ Best Practice Officers  
▪ Communities of Practice  
▪ Peacekeeping Resource Hub  
▪ Policy & Practice Database – UN access only  
  (http://ppdb.un.org)  
▪ Inspira  
  (http://inspira.un.org) |
UN Learning & Staff Development

HR Portal
https://hr.un.org

UNITAR
http://unitar.org

United Nations System Staff College
http://unssc.org
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