



# COMMUNICATION 36 /19

## 73<sup>rd</sup> FICSA Council – FICSA Training Workshop

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To: FICSA Members

Geneva, 12 December 2019

From: Evelyn Kortum, General Secretary

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### **FICSA TRAINING WORKSHOP - SUNDAY AFTERNOON, 9 FEBRUARY 2020 – IMO London**

This half-day workshop will be presented by Ms. Gwyneth Letherbarrow, one of the Federation's well-established trainers in fields of human resources management, emotional intelligence and coaching.

The training will run from 14:00 to 17:00 – **Application form attached**

#### **Workshops programme**

*Helping Others Help Themselves: How To Manage Difficult Conversations*

Staff Representatives do an amazing job and provide invaluable support to their colleagues. Life in international organizations is getting more stressful however and complaints about unfair recruitment processes, harassment and bullying are becoming more frequent.

Staff Representatives are of course well versed in which rules and policies are relevant according to the issue being dealt with, but some conversations can be difficult, especially when the person seeking support expects you to resolve their problems for them. In this half-day, interactive workshop participants will:

- Discover how to set your own boundaries
- Learn why giving advice isn't always the best option (and what your alternatives are)
- Develop a practical approach to conversations about harassment and/or bullying
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**Please note that Heads of Delegations will be required to attend a meeting with the Executive Committee at the same time and will, therefore, not be able to attend the training session. Please consult the [Schedule of meetings](#).**

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## APPLICATION FORM

### Helping Others Help Themselves: How to manage difficult conversations

(IMO London, Sunday 9 February 2020 from 14:00 to 17:00)

[Please type or complete in block letters]

Part 1 - to be completed by the applicant	
Mr. / Ms.	
Last name	
First name	
Organization and duty station	
Email address	
Role in staff representational bodies (if appropriate):	
Part 2 - to be completed by the applicant's sponsor	
Name and title	
Date and signature	
Part 3 - to be completed by FICSA (internal use only)	
Application endorsed by FICSA	

**Form to be returned to the FICSA Secretariat: [ficsa@un.org](mailto:ficsa@un.org)**