



# FICSA

Federation of International  
Civil Servants' Associations

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## TRAINING CATALOGUE



December 2021

## Introduction

This catalogue summarizes and informs the FICSA membership of the training courses provided by trainers who have been approved by the Executive Committee. Coordination with the trainers must go through and be dealt with by the FICSA Secretariat. Regarding attendance, participants should bear in mind that their staff association/union or administration is responsible for all travel-related expenses, including requests for visas.

## Hosting a training event

FICSA members wishing to host a training event should contact the FICSA Secretariat to ensure the availability of trainers. The host organization is responsible for all associated costs, including travel-related expenses and DSA for the trainer. A FICSA Training Fund is available subject to the [guidelines](#).

## Registration and certificates

Participants may register online through FICSA's website. Upon the request of the host organization, seats may be made available for participants from other FICSA member organizations. A participation fee may be charged by the host organization.

Upon completion of the course, participants should receive their course certificate by email.

## Technical assistance / Consultancy missions

Local Salary Survey Committees (LSSC) and Local Survey Committees (LSC) may also request training from FICSA in the form of technical assistance missions in preparation for surveys in their respective duty stations. The LSSC or LSC shall pay the costs of these technical missions i.e. travel/DSA/terminal expenses directly to the trainer and a fee of USD 2'000 for four virtual sessions of 3 hours each or for 2 physical days directly to FICSA. Requests for such assistance should be addressed to the FICSA General Secretary through the FICSA Secretariat.

## Training delivery options

Trainings may be offered fully virtual, physical only, or you can choose between the two. Take note of the icons used below:

Virtual / online: 

Physical / on-site: 

**Note:** Physical trainings are **temporarily suspended**, subject to resumption of international travel during the Covid-19 pandemic.

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# An introduction to human resources management in international organizations of the UN system



Target group: All staff representatives – staff involved in HR issues

Min. number of participants: 5

Max. number of participants: 25

Languages: English / Français

## The course will cover:

- ✓ Brief historical perspective and relevance
- ✓ Fundamental principles
- ✓ Key definitions, clarifications
- ✓ The notion of rule:  
Composition; Organization;  
understanding; interpretation tools
- ✓ A “good” staff representative?  
Ideas and discussion

<p>Virtual</p> 	<p>Physical (Recommended When feasible)</p> 
<p><b>Online:</b> Zoom / Microsoft Teams</p> <p>One full day or two half days of 3.5 hours each, within the shortest possible time between the 2 sessions;</p> <p>Plan 2 weeks in advance to allow tailoring of the presentation to the Organization</p>	<p><b>Duration:</b> 1 full day or 2 consecutives half days of 3.5 hours each</p> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>✓ A data projector with suitable sound system</li> <li>✓ Wi-Fi</li> <li>✓ Flip-charts</li> <li>✓ Paper/pens, stationary</li> </ul> <p>Plan 2 weeks in advance to allow tailoring of the presentation to the Organization</p>

## WHY THIS COURSE?

- ✓ **Staff representatives are expected to be able to review and provide with an answer on almost any HR issue:**
  - ⇒ “HR told me this, what do you think?”
  - ⇒ “What is the rule, which rule applies?”
  - ⇒ “We have always done it this way, but is this correct?”
  
- ✓ **While very often, knowledge of human resources management within an organization emanates from:**
  - ⇒ Long standing “self-training” in the Organization/System
  - ⇒ Discussions with HR and non-HR colleagues, “Corridor” definitions
  - ⇒ Historically acquired convictions, ideas, cultural perceptions, political orientations
  
- ✓ **Is this enough as a knowledge base? Can there be something else to know about HR management in my organization?**

## COURSE OUTLINE

- ✓ **Everybody in the organization “has an idea” about HR**  
*Realizing that having an idea, is not having the – right - knowledge*
  
- ✓ **Long standing practices and acquired ideas vs. knowledge-based approach**  
*Understanding how HR management is built on a number of principles and operating models, and realizing how they are often partially or erroneously known*
  
- ✓ **Staff representatives need specialized competencies to perform their functions**  
*Acknowledging that HR management is a profession, which cannot be apprehended without specific learning*
  
- ✓ **International organizations operate on a stand-alone legal framework**  
*Discovering how HR management in international organizations fundamentally differs from HR management in national/private environments.*

## **Outcomes:**

### **Staff representatives are equipped with HR fundamental knowledge so as to:**

- ⇒ Enhance their competencies and skills, for their role, and their professional profile
- ⇒ Offer a knowledge-based service to the population represented
- ⇒ Improve the quality and efficiency of their interaction with HR and senior management
- ⇒ Increase their credibility, effectiveness and respect
- ⇒ Support the organization’s mandate delivery

# Understanding the role of a staff representative



Target group: All staff representatives

Min. number of participants: 15

Max. number of participants: 25

## The course will cover:

- ✓ The role of the staff association
- ✓ The role and responsibilities of the staff rep
- ✓ Taking an active part in the staff association
- ✓ Building the staff association
- ✓ Handling workplace problems

<p>Virtual</p> 	<p>Physical</p> 
<p><b>Online:</b> Zoom / Microsoft Teams and Moodle</p> <p>The course will be delivered through a blended learning model. The blended learning will comprise of tutor-led webinars and tutor directed/supported online learning activities on a collaborative online learning platform. Completion of all webinars and all online activities is necessary for achievement.</p> <p>Guided learning hours equivalency – 16</p>	<p><b>Duration:</b> 2 days</p> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>✓ A data projector with suitable sound system</li> <li>✓ Wi-Fi</li> <li>✓ Flip-charts</li> <li>✓ Paper/pens, stationary</li> </ul>
<p><b>Course Outline</b></p> <p><b>Webinar 1 (120 minutes)</b></p> <p>Welcome and course overview</p>	<p><b>Course Outline</b></p> <p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>▪ Practice interviewing, listening note-taking skills</li> </ul>

<p>Presentation and discussion: Why have a staff association?</p> <p>Presentation and discussion: Why have staff representatives?</p> <p>Presentation and discussion: What should staff representatives do/not do?</p> <p>Introduction to online learning platform</p> <p><b>Moodle School online learning platform (guided learning equivalency - 12 hours)</b></p> <p>What support and facilities do staff representatives need?</p> <p>Being a member led staff association</p> <p>How the staff association works?</p> <p>Building wider links</p> <p>What would you do?</p> <p><b>Webinar 2 (120 minutes)</b></p> <p>Presentation and discussion: Skills and attributes needed by staff representatives</p> <p>Presentation and discussion: What would you do? solutions</p>	<p><b>Your staff association/union in the workplace</b></p> <ul style="list-style-type: none"> <li>▪ The relevance of staff associations/unions today</li> </ul> <p><b>The job of the staff representative</b></p> <ul style="list-style-type: none"> <li>▪ Identify main jobs of a staff representative and skills needed</li> </ul> <p><b>Facilities and support you need</b></p> <ul style="list-style-type: none"> <li>▪ Identify the facilities needed to be effective</li> </ul> <p><b>Organizing in the workplace</b></p> <ul style="list-style-type: none"> <li>▪ Develop a workplace profile</li> </ul> <p><b>Involving members</b></p> <ul style="list-style-type: none"> <li>▪ Identify practical ideas for getting members involved</li> </ul> <p><b>Staff association/union structures</b></p> <ul style="list-style-type: none"> <li>▪ Understand staff association/union structures and wider links</li> </ul> <p><b>What would you do?</b></p> <ul style="list-style-type: none"> <li>▪ Practice tackling a member's problem</li> </ul>
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# Organizational Change and Staff Associations



Target group: All staff representatives

Min. number of participants: 15

Max. number of participants: 25

## The course will cover:

- ✓ Understanding change management theories
- ✓ Strategic responses to change management
- ✓ Staff Associations' communication responsibilities during change
- ✓ Staff rights and responsibilities during organisational change
- ✓ Being more effective during change
- ✓ Consulting and supporting members
- ✓ Setting your agenda

<p>Virtual</p> 	<p>Physical</p> 
<p><b>Online:</b> Zoom / Microsoft Teams and Moodle</p> <p>The course will be delivered through a blended learning model. The blended learning will comprise of tutor-led webinars and tutor directed/supported online learning activities on a collaborative online learning platform. Completion of all webinars and all online activities is necessary for achievement.</p> <p>Guided learning hours equivalency – 16</p>	<p><b>Duration:</b> 2 days</p> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>✓ A data projector with suitable sound system</li> <li>✓ Wi-Fi</li> <li>✓ Flip-charts</li> <li>✓ Paper/pens, stationary</li> </ul>
<p><b>Course Outline</b></p> <p><b>Webinar 1 (120 minutes)</b></p>	<p><b>Course Outline</b></p> <p><b>Understanding the change process</b></p>

<p>Presentation and discussion: Understanding the change process</p> <p>Presentation and discussion: Managing change</p> <p>Presentation and discussion: Communication as a strategy</p> <p>Introduction to online learning platform</p> <p><b>Moodle School online learning platform (guided learning equivalency - 12 hours)</b></p> <p>Communication as a strategy</p> <p>Change management rights and responsibilities</p> <p>Partnership roles in the change process</p> <p><b>Webinar 2 (120 minutes)</b></p> <p>Presentation and discussion: Working with your members through change</p> <p>Presentation and discussion: Setting your agenda</p> <p>Presentation and discussion: Evaluating change</p>	<ul style="list-style-type: none"> <li>▪ To understand change management theories and the change process</li> </ul> <p><b>Managing change</b></p> <ul style="list-style-type: none"> <li>▪ To consider strategic responses to change management</li> </ul> <p><b>Communication as a strategy</b></p> <ul style="list-style-type: none"> <li>▪ To identify the role of communication in the change process</li> </ul> <p><b>Change management rights and responsibilities</b></p> <ul style="list-style-type: none"> <li>▪ To consider Staff Association representatives' rights and responsibilities</li> </ul> <p><b>Partnership roles in the change process</b></p> <ul style="list-style-type: none"> <li>▪ To consider different roles in the change process</li> <li>▪ To identify ways of being more effective</li> </ul> <p><b>Working with your members through change</b></p> <ul style="list-style-type: none"> <li>▪ To consider how to consult with and support members through change</li> </ul> <p><b>Setting your agenda</b></p> <ul style="list-style-type: none"> <li>▪ To consider ways of determining an appropriate 'agenda' during change</li> </ul> <p><b>Evaluating change</b></p> <ul style="list-style-type: none"> <li>▪ To identify criteria for evaluating change</li> </ul>
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# Professional officer



Target group: Senior staff representatives with “Leadership” responsibilities

Min. number of participants: 15

Max. number of participants: 25

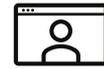
## The course will cover:

- ✓ Identifying key stakeholders and to manage their expectations
- ✓ Understanding leadership styles and skills
- ✓ Considering team status and development opportunities (with links into succession planning)
- ✓ Considering staff association/union information systems and strategic communication strategies
- ✓ Considering time management skills and prioritization techniques

Virtual 	Physical 
<p><b>Online:</b> Zoom / Microsoft Teams and Moodle</p> <p>The course will be delivered through a blended learning model. The blended learning will comprise of tutor-led webinars and tutor directed/supported online learning activities on a collaborative online learning platform. Completion of all webinars and all online activities is necessary for achievement.</p> <p>Guided learning hours equivalency – 16</p>	<p><b>Duration:</b> 2 days</p> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>✓ A data projector with suitable sound system</li> <li>✓ Wi-Fi</li> <li>✓ Flip-charts</li> <li>✓ Paper/pens, stationary</li> </ul>
<p><b>Course Outline</b></p> <p><b>Webinar 1 (120 minutes)</b></p> <p>Presentation and discussion: Your role managing demands</p>	<p><b>Course Outline</b></p> <p><b>Your role – Managing demands?</b></p> <ul style="list-style-type: none"> <li>▪ Range of recipients of their service</li> <li>▪ Demands and expectations of key groups</li> </ul>

<p>Presentation and discussion: Leadership styles</p> <p>Presentation and discussion: Building and sustaining teams</p> <p>Introduction to online learning platform</p> <p><b>Moodle School online learning platform (guided learning equivalency - 12 hours)</b></p> <p>Building and sustaining teams</p> <p>Information needs</p> <p>Delegation</p> <p><b>Webinar 2 (120 minutes)</b></p> <p>Presentation and discussion: Strategy and tactics</p> <p>Presentation and discussion: Development plans</p>	<ul style="list-style-type: none"> <li>▪ Skills needed to meet demands and expectations</li> </ul> <p><b>Leadership styles</b></p> <ul style="list-style-type: none"> <li>▪ Review leadership styles</li> <li>▪ Evaluate their leadership style</li> </ul> <p><b>Building and sustaining teams</b></p> <ul style="list-style-type: none"> <li>▪ Identify current team status</li> <li>▪ Consider team development opportunities</li> </ul> <p><b>Information needs</b></p> <ul style="list-style-type: none"> <li>▪ Consider individual and organizational information needs</li> <li>▪ Think about resource implications</li> <li>▪ Prepare to develop a personal communications strategy</li> </ul> <p><b>Prioritization</b></p> <p><b>Delegation</b></p> <ul style="list-style-type: none"> <li>▪ Consider how to delegate</li> <li>▪ Identify maintenance and development tasks</li> <li>▪ Identify issues in delegation</li> <li>▪ Consider responses to resistance</li> </ul> <p><b>Strategy</b></p> <ul style="list-style-type: none"> <li>▪ Strategic planning models</li> <li>▪ The effect of democracy on strategic planning</li> <li>▪ How to plan for success</li> </ul> <p><b>Development plans</b></p> <ul style="list-style-type: none"> <li>▪ Consider their personal skills and knowledge development needs</li> <li>▪ Consider the development needs to their teams</li> <li>▪ Prepare initial development plans</li> </ul>
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# Negotiating skills



Target group: Senior staff representatives involved in negotiating with management.

Min. number of participants: 15

Max. number of participants: 25

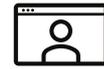
## The course will cover:

- ✓ The relationship between management and staff associations/unions
- ✓ An introduction to negotiating skills
- ✓ Building effective negotiating teams
- ✓ The language used in negotiations
- ✓ Bargaining strategies

<p>Virtual</p> 	<p>Physical</p> 
<p><b>Online:</b> Zoom / Microsoft Teams and Moodle</p> <p>The course will be delivered through a blended learning model. The blended learning will comprise of tutor-led webinars and tutor directed/supported online learning activities on a collaborative online learning platform. Completion of all webinars and all online activities is necessary for achievement.</p> <p>Guided learning hours equivalency – 16</p>	<p><b>Duration:</b> 2 days</p> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>✓ A data projector with suitable sound system</li> <li>✓ Wi-Fi</li> <li>✓ Flip-charts</li> <li>✓ Paper/pens, stationary</li> </ul>
<p><b>Course Outline</b></p> <p><b>Webinar 1 (120 minutes)</b></p> <p>Presentation and discussion:</p> <p>Management/staff association/union relationship</p>	<p><b>Course Outline</b></p> <p><b>Management/staff association/union relationship</b></p> <ul style="list-style-type: none"> <li>▪ Understand the relationship between management and staff association/union</li> </ul> <p><b>Negotiation skills</b></p>

<p>Presentation and discussion: Negotiation skills</p> <p>Presentation and discussion: Negotiating teams</p> <p>Introduction to online learning platform</p> <p><b>Moodle School online learning platform (guided learning equivalency - 12 hours)</b></p> <p>Negotiating language</p> <p>Working together</p> <p>Influences on collective bargaining</p> <p><b>Webinar 2 (120 minutes)</b></p> <p>Presentation and discussion: Strategy and tactics</p> <p>Presentation and discussion: Action planning</p>	<ul style="list-style-type: none"> <li>▪ Skills needed to negotiate effectively</li> </ul> <p><b>Negotiating teams</b></p> <ul style="list-style-type: none"> <li>▪ The roles within a negotiating team</li> </ul> <p><b>Negotiating language</b></p> <ul style="list-style-type: none"> <li>▪ Explore the difference between what is said and what is meant</li> <li>▪ How to keep negotiations moving</li> </ul> <p><b>Working together</b></p> <p>Practical guidelines for procedures and behaviours used in meetings</p> <p><b>Influences on collective bargaining</b></p> <ul style="list-style-type: none"> <li>▪ Identify external influences on collective bargaining positions</li> </ul> <p><b>Strategy</b></p> <ul style="list-style-type: none"> <li>▪ Develop a bargaining strategy</li> </ul> <p><b>Action planning</b></p> <ul style="list-style-type: none"> <li>▪ Develop priorities for individual reps and for the staff association/union</li> </ul>
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# Introduction to workplace mediation



Target group: All staff representatives

Min. number of participants: 15

Max. number of participants: 25

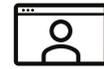
## The course will cover:

- ✓ What is mediation – how it applies in the workplace?
- ✓ An introduction to the principles and processes of workplace mediation
- ✓ How to establish the boundaries of workplace mediation
- ✓ An introduction to mediation skills

<p>Virtual</p> 	<p>Physical</p> 
<p><b>Online:</b> Zoom / Microsoft Teams The course will be delivered through tutor-led webinars Guided learning hours equivalency – 8</p>	<p><b>Duration:</b> 1 day <b>Requirements:</b></p> <ul style="list-style-type: none"> <li>✓ A data projector with suitable sound system</li> <li>✓ Wi-Fi</li> <li>✓ Flip-charts</li> <li>✓ Paper/pens, stationary</li> </ul>
<p><b>Course Outline</b></p> <p><b>Webinar 1 (120 minutes)</b> Presentation and discussion: Role of workplace mediation</p>	<p><b>Course Outline</b></p> <p><b>Role of workplace mediation</b></p> <ul style="list-style-type: none"> <li>▪ Understand mediation in the workplace</li> <li>▪ Identify when mediation may be appropriate</li> </ul>

<p>Presentation and discussion: Principles and processes</p> <p>Presentation and discussion: Managing boundaries and setting goals</p> <p><b>Webinar 2 (120 minutes)</b></p> <p>Presentation and discussion: Strategies to building solutions</p> <p>Presentation and discussion: Concluding mediation</p>	<p><b>Principles and processes</b></p> <ul style="list-style-type: none"> <li>▪ Understand the key steps in the mediation process</li> <li>▪ Identify the 'ground rules' for effective mediation</li> </ul> <p><b>Managing boundaries and setting goals</b></p> <ul style="list-style-type: none"> <li>▪ Understand how to establish the limits of the mediation</li> <li>▪ Understand goal setting in mediation</li> </ul> <p><b>Strategies to building solutions</b></p> <ul style="list-style-type: none"> <li>▪ Identify skills and qualities of effective mediators</li> <li>▪ Understand how to help people to identify solutions</li> </ul> <p><b>Concluding mediation</b></p> <ul style="list-style-type: none"> <li>▪ Understand building agreements</li> <li>▪ Reflective practice and mediators</li> </ul>
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# Bullying & harassment



Target group: All staff representatives

Min. number of participants: 15

Max. number of participants: 25

## The course will cover:

- ✓ Understanding workplace bullying and harassment
- ✓ Identifying the role of the staff association/union in supporting members in the workplace
- ✓ Identifying approaches and solutions to tackling bullying and harassment

<p>Virtual</p> 	<p>Physical</p> 
<p><b>Online:</b> Zoom / Microsoft Teams and Moodle</p> <p>The course will be delivered through a blended learning model. The blended learning will comprise of tutor-led webinars and tutor directed/supported online learning activities on a collaborative online learning platform. Completion of all webinars and all online activities is necessary for achievement.</p> <p>Guided learning hours equivalency – 16</p>	<p><b>Duration:</b> 2 days</p> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>✓ A data projector with suitable sound system</li> <li>✓ Wi-Fi</li> <li>✓ Flip-charts</li> <li>✓ Paper/pens, stationary</li> </ul>
<p><b>Course Outline</b></p> <p><b>Webinar 1 (120 minutes)</b></p> <p>Presentation and discussion: What are bullying and harassment?</p> <p>Presentation and discussion: Equality and bullying and harassment</p>	<p><b>Course Outline</b></p> <p><b>What is bullying and harassment?</b></p> <ul style="list-style-type: none"> <li>▪ Understand what is meant by bullying and harassment at work</li> <li>▪ Recognize the signs of bullying and harassment in the workplace</li> </ul> <p><b>Equality and bullying and harassment</b></p>

<p>Presentation and discussion: Bullying and harassment and the law</p> <p>Introduction to online learning platform</p> <p><b>Moodle School online learning platform (guided learning equivalency - 12 hours)</b></p> <p>The effects of bullying and harassment</p> <p>Identifying the scale of the problem</p> <p>Developing and improving policies on Bullying &amp; Harassment</p> <p><b>Webinar 2 (120 minutes)</b></p> <p>Presentation and discussion: Advising members</p> <p>Presentation and discussion: What Staff Associations/Unions can do</p>	<ul style="list-style-type: none"> <li>▪ Understand the people most at risk of bullying and harassment</li> <li>▪ Consider equalities strands and bullying and harassment</li> </ul> <p><b>The effects of bullying and harassment</b></p> <ul style="list-style-type: none"> <li>▪ Consequences of bullying and harassment on individuals</li> <li>▪ Consequences of bullying and harassment on the organization</li> </ul> <p><b>Bullying and harassment and the law</b></p> <ul style="list-style-type: none"> <li>▪ Legal implications of bullying and harassment</li> <li>▪ Rules, regulations and codes of conduct</li> </ul> <p><b>Identifying the scale of the problem</b></p> <ul style="list-style-type: none"> <li>▪ Consider methods for identifying the extent of the problem in their workplace</li> <li>▪ Identify sources of information</li> </ul> <p><b>Advising members</b></p> <ul style="list-style-type: none"> <li>• Identify how to support members who witness or report bullying and harassment</li> <li>• Develop information gathering and representation skills</li> </ul> <p><b>Developing and improving policies on Bullying &amp; Harassment</b></p> <ul style="list-style-type: none"> <li>• Assess the contents of policies</li> <li>• Identify key elements of a policy</li> </ul> <p><b>What Staff Associations/Unions can do</b></p> <ul style="list-style-type: none"> <li>• Identify key actions for Staff Associations/Union</li> <li>• Develop an action plan for addressing bullying and harassment issues in their workplace</li> </ul>
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# Introduction to workplace health & safety for staff representatives



Target group: All staff representatives

Min. number of participants: 15

Max. number of participants: 25

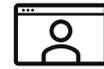
## The course will cover:

- ✓ Understanding the role of staff representatives in workplace health and safety
- ✓ Developing the skills needed to organize and assist members around health and safety issues
- ✓ Understanding key concepts in occupational health and safety
- ✓ Developing knowledge about key health and safety topics/areas

<p>Virtual</p> 	<p>Physical</p> 
<p><b>Online:</b> Zoom / Microsoft Teams and Moodle</p> <p>The course will be delivered through a blended learning model. The blended learning will comprise of tutor-led webinars and tutor directed/supported online learning activities on a collaborative online learning platform. Completion of all webinars and all online activities is necessary for achievement.</p> <p>Guided learning hours equivalency – 16</p>	<p><b>Duration:</b> 2 days</p> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>✓ A data projector with suitable sound system</li> <li>✓ Wi-Fi</li> <li>✓ Flip-charts</li> <li>✓ Paper/pens, stationary</li> </ul>
<p><b>Course Outline</b></p> <p><b>Webinar 1 (120 minutes)</b></p> <p>Presentation and discussion: The staff representative's role in health and safety</p> <p>Presentation and discussion: Principles of hazard identification and risk assessment</p> <p>Presentation and discussion: Organizing around health and safety</p> <p>Introduction to online learning platform</p>	<p><b>Course Outline</b></p> <p><b>The staff representative's role in health and safety</b></p> <ul style="list-style-type: none"> <li>▪ Understand the role of the staff representative in health and safety</li> <li>▪ Understand the approach of the staff association/union to health and safety</li> </ul> <p><b>Principles of hazard identification and risk assessment</b></p>

<p><b>Moodle School online learning platform (guided learning equivalency - 12 hours)</b>  Mental health wellbeing  Dignity at work  Workplace safety</p> <p><b>Webinar 2 (120 minutes)</b>  Presentation and discussion: Investigating accidents and incidents  Presentation and discussion: Taking up health and safety problems</p>	<ul style="list-style-type: none"> <li>▪ Understand hazard identification</li> <li>▪ Understand the principles behind risk assessment</li> <li>▪ Consider the hierarchy of control</li> </ul> <p><b>Organizing around health and safety</b></p> <ul style="list-style-type: none"> <li>▪ Consider how to involve members</li> <li>▪ Develop an organizing approach to health and safety</li> <li>▪ Identify methods for raising awareness on health and safety issues</li> </ul> <p><b>Mental health wellbeing</b></p> <ul style="list-style-type: none"> <li>▪ Understand stress in the workplace</li> <li>▪ Develop knowledge on mental health issues</li> <li>▪ Identify support available on mental health and wellbeing</li> </ul> <p><b>Dignity at work</b></p> <ul style="list-style-type: none"> <li>▪ Understand dignity at work concepts</li> <li>▪ Identify approaches to bullying and harassment issues</li> </ul> <p><b>Workplace safety</b></p> <ul style="list-style-type: none"> <li>▪ Think about members' safety</li> <li>▪ Apply principles of risk assessment to field-based risks</li> <li>▪ Identify guidance available on specific issues e.g. gender/sexual orientation linked violence</li> </ul> <p><b>Investigating accidents and incidents</b></p> <ul style="list-style-type: none"> <li>▪ Understand the principles of accident/incident investigation</li> <li>▪ Understand underlying and root causes</li> </ul> <p><b>Taking up health and safety problems</b></p> <ul style="list-style-type: none"> <li>▪ Identify ways of tackling health and safety issues</li> <li>▪ Consider routes for raising issues with management</li> <li>▪ Identify potential solutions</li> </ul>
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# Mental Health



Target group: All staff representatives

Min. number of participants: 15

Max. number of participants: 25

## The course will cover:

- ✓ Understanding mental health and common mental ill health conditions
- ✓ Workplace policies supporting mental health
- ✓ Diversity and mental health
- ✓ Mental ill health and sickness absence procedures
- ✓ Work-related stress
- ✓ Organisational change and mental health
- ✓ Organising and supporting members on mental health issues
- ✓ Maintaining your own mental health well-being

<p>Virtual</p> 	<p>Physical</p> 
<p><b>Online:</b> Zoom / Microsoft Teams and Moodle</p> <p>The course will be delivered through a blended learning model. The blended learning will comprise of tutor-led webinars and tutor directed/supported online learning activities on a collaborative online learning platform. Completion of all webinars and all online activities is necessary for achievement.</p> <p>Guided learning hours equivalency – 16</p>	<p><b>Duration:</b> 2 days</p> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>✓ A data projector with suitable sound system</li> <li>✓ Wi-Fi</li> <li>✓ Flip-charts</li> <li>✓ Paper/pens, stationary</li> </ul>
<p><b>Course Outline</b></p> <p><b>Webinar 1 (120 minutes)</b></p> <p>Presentation and discussion: Understanding mental health and common mental ill health conditions</p> <p>Presentation and discussion: Workplace policies supporting mental health</p>	<p><b>Course Outline</b></p> <p><b>Understanding mental health and common mental ill health conditions</b></p> <ul style="list-style-type: none"> <li>▪ To develop an understanding of mental health and common mental health problems</li> </ul>

<p>Presentation and discussion: Diversity and mental health Introduction to online learning platform</p> <p><b>Moodle School online learning platform (guided learning equivalency - 12 hours)</b> Diversity and mental health Mental ill health and sickness absence procedures Work-related stress</p> <p><b>Webinar 2 (120 minutes)</b> Presentation and discussion: Organisational change and mental health Presentation and discussion: Organising and supporting members on mental health issues Presentation and discussion: Maintaining your own mental health well-being</p>	<p><b>Workplace policies supporting mental health</b></p> <ul style="list-style-type: none"> <li>▪ To consider employer policies on mental health</li> <li>▪ To clarify areas for development/improvement in employer policies</li> </ul> <p><b>Diversity and mental health</b></p> <ul style="list-style-type: none"> <li>▪ To consider how diversity issues affect mental health</li> <li>▪ To consider cultural views of mental health</li> </ul> <p><b>Mental ill health and sickness absence procedures</b></p> <ul style="list-style-type: none"> <li>▪ To consider current procedures around sickness absence</li> <li>▪ To consider Staff Health Insurance (SHI) and mental health</li> </ul> <p><b>Work-related stress</b></p> <ul style="list-style-type: none"> <li>▪ To understand the causes and consequences of work-related stress</li> </ul> <p><b>Organisational change and mental health</b></p> <ul style="list-style-type: none"> <li>▪ To consider the impact of organisational change on mental health</li> <li>▪ To consider implications of short term contracts and contract renewal on mental health</li> </ul> <p><b>Organising and supporting members on mental health issues</b></p> <ul style="list-style-type: none"> <li>▪ To consider the staff association role in supporting members on mental health issues</li> <li>▪ To consider organising and campaigning in the workplace on mental health issues</li> </ul> <p><b>Maintaining your own mental health well-being</b></p> <ul style="list-style-type: none"> <li>▪ To consider the impact the role of being a staff representative has on mental health wellbeing</li> <li>▪ To consider approaches to maintaining mental health wellbeing</li> </ul>
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# Negotiating in Performance Appraisals

## The course will cover:

- ✓ Understanding workplace performance review procedures
- ✓ Understanding a members' motivations
- ✓ How to analyse a case
- ✓ Preparation and presentation of an appraisal case
- ✓ Strategic use of appraisal cases by Staff Associations

Language: English

Duration: 2 days

Target group: All staff representatives

Min. number of participants: 15

Max. number of participants: 25

## Course Outline

### Understanding your policy and procedures

- To understand workplace procedures
- To identify stages in the process

### Preparing for and meeting your member

- To understand motivations
- To identify issues and concerns

### Analysing cases

- To identify strengths and weaknesses in a case
- To understand the appraisal process and competencies

### Preparing for and meeting management

- To identify management's likely responses
- To prepare a preliminary case approach

### Improving representation

- To identify best practice in representing members
- To develop common approaches and arguments

### Preparing and presenting cases

- To prepare and present a case
- To practice responding in a case

### Staff Association Agenda and action planning

- To prioritise action after a case
- To understand strategic use of appraisal cases



# Public speaking

## The course will cover:

- ✓ Developing confidence when speaking to groups
- ✓ Practicing techniques for managing pre-speech nerves
- ✓ Preparing presentations for members on workplace topics
- ✓ Influencing and informing your constituents

Language: English

Duration: 2 days

Target group: Senior representatives with “Leadership” responsibilities

Min. number of participants: 15

Max. number of participants: 25

## Course Outline

### Introductions

- Practice interviewing, listening, note taking and presentation skills

### Nerves and public speaking

- Identify causes and symptoms of nerves
- Develop strategies and techniques that can help overcome nerves

### Public speaking styles

- Identify different speaking styles
- Consider styles and occasions
- Consider their own speaking style

### Influencing and informing your constituents

- Identify the purpose of public speaking from a staff association/union perspective
- Consider phraseology in speeches

### Speech writing

- Practice structuring and writing a speech
- Use techniques that will help get your message across

### Making a speech

- Practice making a formal speech
- Reflect on your own and peer speeches



# Representing in grievance cases

## The course will cover:

- ✓ Understanding workplace procedures
- ✓ Identifying best practices
- ✓ Understanding the investigation process
- ✓ Developing a strategic approach

Language: English

Duration: 2 days

Target group: All staff representatives

Min. number of participants: 15

Max. number of participants: 25

## Course Outline

### Understanding your procedures

- Understand workplace procedures
- Identify stages in the process

### Analyzing cases

- Identify strengths and weaknesses in a case
- Understand the investigation process

### Preparing for and meeting management

- Identify management's likely responses
- Prepare the case 'bundle'
- Prepare a preliminary case approach

### Improving representation in grievance cases

- Identify best practice in representing members
- Develop common approaches and arguments

### Preparing and presenting cases

- Prepare and present a grievance case
- Practice responding in grievance cases

### Staff association/union agenda and action planning

- Prioritize action after a grievance case
- Understand strategic use of grievance cases



# Leading on occupational health & safety

## The course will cover:

- ✓ Understanding the role of the health and safety committee
- ✓ Developing a model of health and safety management
- ✓ Risk profiling and assessment techniques
- ✓ Understanding health and safety standards
- ✓ Communicating effectively

Language: English

Duration: 3 days

Target group: Health and safety representatives

Min. number of participants: 15

Max. number of participants: 25

## Course Outline

### Principles of occupational health and safety

- Understand the principles that underpin effective approaches to occupational health and safety

### Understanding plan, do, check, act

- Understand and apply a model of health and safety management which balances a systematic and a behavioural approach
- Explore effective arrangements for health and safety organizational processes

### Risk profiling

- Understand the importance of risk profiling to the organization
- Techniques for identifying the nature and level of the risks; the likelihood of adverse effects and potential consequences; concepts of control hierarchy

### Occupational health and safety standards

- Consider how to benchmark occupational health and safety arrangements
- Establish organizational standards

# Leading on occupational health & safety

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## Course Outline Cont.

### Leading and managing for health and safety

- Consider the role of leadership in maintaining agreed standards
- Consider the role of the health and safety committee
- Consider the role of the staff association/union

### Dignity at work

- Understand dignity at work concepts
- Identify approaches to bullying and harassment issues

### Inspecting the workplace and involving staff

- Identify effective methods for carrying out systematic inspections of workplaces
- Identify the role of inspections in audit/monitoring systems
- Consider approaches to develop partnerships on health and safety

### Mental health wellbeing

- Understand stress in the workplace
- Develop knowledge on mental health issues
- Identify support available on mental health and wellbeing

### Implementing controls

- Understand the principles of hierarchy of controls
- Consider technical, procedural and behavioural control measures
- Consider the role of health surveillance

### Investigating accidents and incidents

- Understand the principles of accident/incident investigation
- Understand underlying and root causes

### Communicating effectively

- Understand the necessity of effective communication to control health and safety risks
- Explore organizational roles in a health and safety communication strategy
- Consider the strategic role of the health and safety committee



# Campaigning in the workplace

## The course will cover:

- ✓ Understanding the importance of workplace campaigning within industrial relations
- ✓ Understanding member involvement in the staff association/union
- ✓ Recognizing the key features of organizing a campaign
- ✓ Planning and organizing campaign

Language: English

Duration: 2 days

Target group: Senior representatives with “Leadership” responsibilities

Min. number of participants: 15

Max. number of participants: 25

## Course Outline

### Consider how campaigns are initiated

#### What kind of campaign?

- Identify the influences on campaign options
- Consider your campaign options
- Consider implications for your organization

#### Audiences

- Understand the importance of knowing your target audience
- Consider other audiences
- Understand direct and indirect messages
- Identify member involvement and engagement

#### Choosing your communication medium

- Identify the range of communication methods available
- Consider the pros and cons of the methods

#### Developing your message

- Practice preparing a targeted campaign message
- Consider adapting the core message for different audiences

#### Planning your campaign

- Draft an outline plan for a campaign
- Think through how you will evaluate its progress and success
- Consider how to actively involve members

#### Preparing your copy

- Practice writing good ‘news’ copy
- Consider good ‘publishing’ guidelines



# Leading Your Multi-Cultural Team During a Pandemic

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## The course will cover:

- ✓ How to maintain authority, encourage accountability, and keep your team motivated
- ✓ How to create and strengthen your team culture by identifying shared values
- ✓ How to use coaching as a management tool using the GROW model

Language: English

Duration: 8 x 90-minute sessions over four days

Target group: Managers

Min. number of participants: 6

Max. number of participants: 14

## Requirements:

- ✓ Access to ZOOM/MS Teams

## Course Outline

- Transformation from manager to leader during times of extreme change
- Managing your team at a distance
- Using coaching to inspire, encourage and motivate
- Using coaching to improve performance and promote constructive feedback
- Putting the GROW model into action
  - Goal setting
  - Reality - the current situation
  - Your options
  - Way forward – taking action
- Insights into managing the well-being of your team
- **This is an interactive workshop including discussion and coaching role play exercises**
- **NOTE: If you are currently receiving treatment with a psychologist, psychiatrist, counsellor or similar, please confirm with them that you intend to take part in this workshop before you register**



# Working under pressure: emotional intelligence in the workplace

## The course will cover:

- ✓ What is emotional intelligence?
- ✓ Why reactive behaviour can destroy your team?
- ✓ How to break negative patterns and replace them with constructive responses
- ✓ How to use emotional intelligence to build strong working relationships in a multi-cultural environment

Language: English

Duration: 4 x 90-minute sessions over two days

Target group: All staff

Min. number of participants: 6

Max. number of participants: 14

## Requirements:

- ✓ Access to ZOOM/MS Teams

## Course Outline

- The history of emotional intelligence and why it's critical to your wellbeing
- Understand how your emotions drive your behaviour under pressure
- Identify your stress triggers so that you can better manage your response to stress and pressure
- Discover how to challenge your assumptions and judgements about others
- How to manage blame, fear and other negative situations at work
- Dealing with the imposter syndrome
- Examine social evolution versus the UN system hierarchy and find out what needs to change
- Starting a different type of conversation with your colleagues
- An introduction to coaching using the GROW model
- Discover some simple tools to help you feel better
- Create a 30-day plan to create the changes you want
- **This is an interactive workshop including discussion and role play exercises**

# A strategy for successful organizational change

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## The course will cover:

- ✓ Change in the context of your organization
- ✓ How changes in leadership affect you
- ✓ Tools and processes that allow strategic planning
- ✓ Maintaining trust with others in times of change
- ✓

Language: English

Duration: 4 x 90-minute sessions over two days

Target group: All staff

Min. number of participants: 6

Max. number of participants: 14

## Requirements:

- ✓ Access to ZOOM/MS Teams

## Course Outline

- Examine and understand the culture and personality of an (your) international organization
- Explore how the rapid development of technology demands that we move away from the traditional approach to managing change
- Discover why change isn't the issue, rather your response to the change
- How to successfully introduce change
- Staying engaged during a transition
- Look at how changes to policies and processes can be aligned with a multi-cultural and multi-national organizational/internal culture
- How to avoid the most common pitfalls when working through change
- Develop tools and strategies for successful change
- **This is an interactive workshop including discussion and role play exercises**



## The course will cover:

- ✓ How to successfully manage your career
- ✓ Marketing yourself on paper
- ✓ The 10 questions you must be able to answer at interview
- ✓ Video interviews

Language: English

Duration: 4 x 90-minute sessions over two days

Target group: All staff

Min. number of participants: 6

Max. number of participants: 14

## Requirements:

- ✓ Access to ZOOM/MS Teams

## Course Outline

- The three biggest mistakes that people make
- What are hiring managers looking for and are you qualified
- How to write an application form that will get you noticed with two simple changes
- Writing a letter of motivation: length, structure and style
- Learn how to prepare for your next job interview (even if you don't know when it will be) so that you can talk about yourself with confidence
- Discover why you already know all the answers to competency-based interview questions
- Taking the stress out of a video (Sonru) interview
- How to safely use social media to promote your personal brand and network for new opportunities
- **This is an interactive workshop including discussion and role play exercises**



## The course will cover:

- ✓ How to manage the expectations of those you represent
- ✓ Working with toxic co-workers and worse
- ✓ Keeping recruitment processes and career development transparent and fair

Language: English

Duration: 4 x 90-minute sessions over two days

Target group: Staff Reps

Min. number of participants: 6

Max. number of participants: 14

## Requirements:

- ✓ Access to ZOOM/MS Teams

## Course Outline

- Establishing your own boundaries and setting the parameters of your personal responsibility
- Why providing advice isn't always the best option
- *How* to talk to a colleague about harassment and/or bullying
- The definitions of ethical and professional behavior
- Matching the human dimension to organizational policies and politics
- Managing toxic co-workers
- How to say 'no'
- How to help a colleague stop being a victim
- Career development in the UN system
- **This is an interactive workshop including discussion and role play exercises**



## Each session will cover:

- ✓ One-to-One Coaching
- ✓ How to reduce the overwhelm of speaking to the camera
- ✓ How to speak about yourself with confidence

## Course Outline

- Learn the art of storytelling to connect with the hiring panel (even if they're not there)
- Practical tips and advice on getting the technical bit right
- How to speak to the camera (and not the ceiling or desk)
- Pre-workshop homework with the ten most-frequently asked interview questions

Language: English

Duration: Each session will last 30-minutes

Target group: All staff

A total of 10 appointments can be arranged on one day.

### Requirements:

- ✓ Access to ZOOM



# Appeals Training Workshop: Employment Disputes in the United Nations Justice System – What are my rights and remedies?

Virtual 	Physical 
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## The course will cover:

- ✓ Enhancing the knowledge, expertise and confidence of staff representatives in using the appeal process in the UN Justice System
- ✓ Identifying and understanding relevant substantive and procedural rights
- ✓ Writing effective appeals and understanding possible remedies

## Course Outline

- Introduction/available resources (OSLA, OAJ, Ombudsman)
- Statute
- Jurisdiction
- Rules of Procedure (management evaluation, deadlines, discovery, interlocutory Appeals)
- Remedies
- Case Law/Judgments of the UNAT
- Practical exercises based on actual employment disputes

Language: English

Duration: 1 day (9-12; 13:30-17)

Or 2 days as preferred for face to face meeting

Target group: All staff representatives

Min. number of participants: 10/15

Max. number of participants: 15/25

### Requirements:

- ✓ MS Teams

# Appeals Training Workshop: Employment Disputes in International Organizations Subscribing to the Jurisdiction of the ILO Administrative Tribunal – To Appeal or Not To Appeal – Legal Rights and Remedies?

Virtual 	Physical 
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## The course will cover:

- ✓ Enhancing the knowledge, expertise and confidence of staff representatives in assisting with staff appeals
- ✓ Identifying and understanding substantive and procedural rights; strong and weak appeal cases
- ✓ Writing effective appeals and understanding possible remedies

Language: English

Duration: 1 day (9-12; 13:30-17)  
Or 2 days as preferred

Target group: All staff representatives

Min. number of participants: 10/15

## Course Outline

### Introduction

- Detailed analysis of internal appeal procedures, requirements and strategies
- Detailed analysis of the ILOAT appeal procedures, requirements and strategies
- Legal principles and law applied to various administrative decisions, non-renewal, termination, abolition of post, disciplinary, and others
- Identifying strong and weak appeal cases, including possible remedies and relief
- Practical exercises based on actual employment disputes



## The course will cover:

- ✓ Understanding the job classification
- ✓ The principal objectives of job classification
- ✓ Job evaluation methods
- ✓ Systems for the classification of posts
- ✓ Writing a good job description

Language: English

Duration: 2 days for face to face  
½ for virtual session

Target group: Any staff interested in job classification

Min. number of participants: 15

Max. number of participants: 25

## Course Outline

### Introduction

- What is job classification?
- The principal objectives of job classification
- Job evaluation methods

### Role played by classification within the broader reforms

### Procedure for classification or reclassification

### Classification standards

### Explanation of the GLD and NMS, and guidelines on their use

### Hands-on exercises, confidence in use of the system

### Tips for writing a good job description



## The course will cover:

- ✓ Structure of the UNJSPF
- ✓ Participation in the UNJSPF
- ✓ Available benefits from the UNJSPF

## Course Outline

### Introduction

### Governance of the UNJSPF

- Pension Board
- Staff Pension Committees

### Entrance into the Fund

- Validation rules
- Restoration rules
- Pensionable remuneration

### A look at the benefits payable

- Calculate benefits
- Local Track benefits

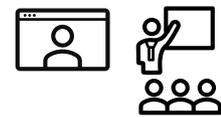
Language: English

Duration: ½ day or 1 day if face to face meeting

Target group: Staff participating in the UNJSPF

Min. number of participants: N/A

Max. number of participants: N/A



## General Service salary survey methodologies I and II

### This workshop will cover:

- ✓ A detailed overview of the ICSC methodology
- ✓ Principle for setting the salaries
- ✓ Understanding the respective roles and responsibilities of the participants in the salary survey process
- ✓ Basic concepts related to the system of job evaluation and job classification
- ✓ The 4 phases of the survey
- ✓ Exclusion of comparators
- ✓ Changes in the methodology

Language: English, French or Spanish

Duration: 4 webinars (virtual) or 4 days (physical)

Target group: Staff participating in the Local Salary Survey Committee (LSSC) or the Local Salary Survey process

Min. number of participants: 15

Max. number of participants: 25

<p>Virtual</p> 	<p>Physical</p> 
<p><b>Online:</b> Zoom / Microsoft Teams The course will be delivered through four sessions of tutor-led webinars and tutor directed/supported online learning activities.</p>	<p><b>Duration:</b> 4 to 5 days <b>Requirements:</b></p> <ul style="list-style-type: none"> <li>✓ A data projector with suitable sound system</li> <li>✓ Wi-Fi</li> <li>✓ Flip-charts</li> <li>✓ Paper/pens, stationary</li> </ul>

<p><b>Course Outline</b></p> <p><b>Webinar 1 (180 minutes)</b></p> <ul style="list-style-type: none"> <li>▪ Introduction</li> <li>▪ The UN Common System</li> <li>▪ The Flemming Principle</li> <li>▪ An overview of salary survey methodology</li> </ul> <p><b>Webinar 2 (180 minutes)</b></p> <ul style="list-style-type: none"> <li>▪ Roles and responsibilities of the participants in the salary survey process</li> <li>▪ Preparation Phase</li> </ul> <p><b>Webinar 3 (180 minutes)</b></p> <ul style="list-style-type: none"> <li>▪ Data-collection phase</li> </ul> <p><b>Webinar 4 (180 minutes)</b></p> <ul style="list-style-type: none"> <li>▪ Data-analysis phase</li> <li>▪ Salary scale construction phase</li> <li>▪ Interim adjustment procedure</li> </ul>	<p><b>Course Outline</b></p> <ul style="list-style-type: none"> <li>▪ The UN common system</li> <li>▪ The Flemming Principle</li> <li>▪ An overview of salary survey methodology</li> <li>▪ Roles and responsibilities of the participants in the salary survey process</li> <li>▪ Preparation phase</li> <li>▪ Data-collection phase</li> <li>▪ Data-analysis phase</li> <li>▪ Salary scale construction phase</li> <li>▪ Interim adjustment procedure</li> </ul>
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