



HRMS MISSION STATEMENT: We are devoted to excellent client services by providing efficient and effective support through collective participation and commitment with empowering leadership.

Message from Chief of Human Resources Management Section



Amareswara Rao

Dear Colleagues,

Your Human Resources Management Section is pleased to present you with the third edition of HR @ Work – your quarterly HRMS Newsletter.

In this edition, I wish to share some perspective on the evolving role of the HR function and what this means for HR services in multi-lateral public sector settings like ours.

The role of human resources in both private and public sector organisations is evolving fast, from the traditional service provider to business partner. It is slower and more calculated but like in the private sector, the new orientation for HR services in public sector settings is also leaning heavier towards strategic partnership for defining the agenda and the future of organizations. The existence of concepts of shared services and service centres as in our RSCE, and the deployment of cutting-edge technology for transactional and process-based HR, are testimonies to the fact that the traditional view of HR and similar service-based functions is changing and being re-focused for better results through leaner structures.

In this change, the HR role of recruitment is also evolving in efficiency and turn-around time. The emerging options in recruitment include outsourcing and various practices in mobility for career growth and development. On the policy side, the increasing shift of focus is from “transaction” to “strategy”, and from “support” to “core/substantive partner”. For HR managers and practitioners, this presents an opportunity to position the function to perform as a strategic partner in the business so that we are not only to be called upon when needed but an equal partner leading the end to end of a business pillar- the one responsible for the strategy and process of people and skills management.

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Message from the Deputy Director of UNSOS



Harjit Dhindsa

I am pleased to see the quarterly publication – **HR@Work** as an information sharing and communications tool on key HR issues between the Human Resources Management Section (HRMS) and its clients. It is encouraging to see a committed effort to improve the service delivery leading to better a client satisfaction. Much has been achieved despite the limited human resource capacity. During 2017-18, while continuing to provide effective service delivery and client support, HRMS will also focus on substantive areas of policy support, manpower planning and advice to management.

I have also noted that HRMS has diversified its client support activities through visits to all locations where staff members are physically deployed, ongoing HR peer-to-peer learning programme and the other outreach and communication activities. Human Resources continues to be central to the mandate and delivery of both UNSOM and UNSOS and HR staff should stand ready to step up to the demands and responsibilities related to the challenging operating environment in Somalia.

I compliment the HR staff for their resilience and encourage them to make concerted effort to achieve an exceptional rating in client satisfaction surveys.

Thank you

**Message from
Chief Human Resources Management
Section CONT'D.**

This calls for renewed thinking and reorientation for HR services on how best to serve its new set of clients, i.e. balancing obligations to all categories of staff and HR service users on the one hand; and performing the strategic partner role of providing the policy leadership and support to Management on direction; orientation, process development through value addition and continuous improvement, and staff and organizational development, on the other. 'Serving clients better' is an old mantra for HR which has become increasingly relevant.

In UNSOS/UNSOM, this is particularly important in light of the outcome of the 2016/17 global client survey, which brought out for us, the gaps that our clients believe we should fix. Accordingly, your Human Resources Management Section has challenged itself to deliver day-to-day policy and support services with a variety of initiatives in client servicing. Highlights of renewed approaches to our client servicing include increased outreach to staff to provide on-the-spot support and guidance (this was extended to cover sectors as well); UN staff selection policy and Inspira process training programmes for managers; several workshops on ICSC changes to the compensation package; and expanded client hours in both Nairobi and Mogadishu.

Other measures towards increased client servicing will include sustained communication and outreach through HRMS Open Days, a system of periodic broadcasts on specific HR issues, and a system of high level monitoring to ensure implementation and compliance with the array of solutions that UNSOS committed to in its action plan for improving client satisfaction.

With all these measures, it is our hope that there will be acknowledgment of progress in HR services.

Thank you

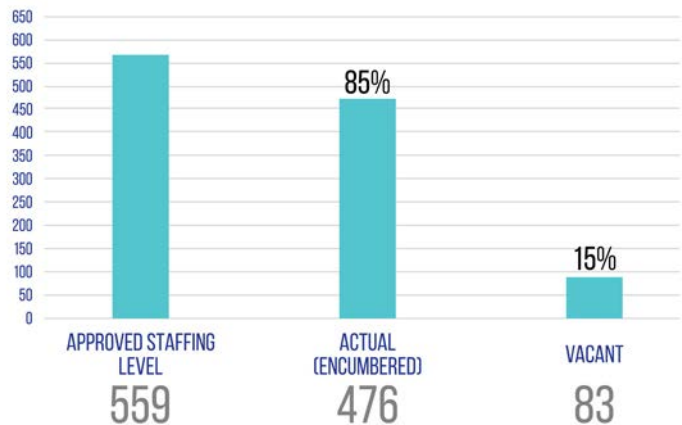
Highlights of achievements:

2017/18 HRMS Scorecard and other statistics

as at 31st August 2017

Vacancy rates and Gender parity:

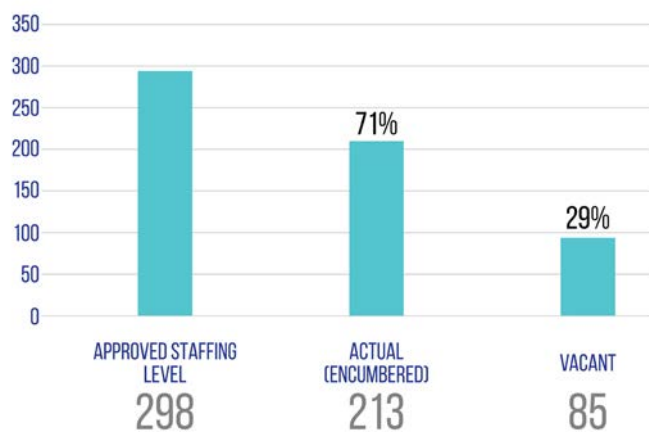
UNSOS



145 Female
30%

331* Male
70%
* Includes 6 GPPs

UNSOM



62 Female
29%

151 Male
71%

DID YOU KNOW



That you do not have to fill up your vacant positions through SPA?

Yes, in fact, the TJO/TVA route of temporarily filling up vacancies which commonly leads to SPA, is not preferred except where the vacancy is indeed "temporary". For all regular vacant positions, hiring managers are required to plan and ensure that they are filled up through the regular recruitment process, in a timely manner. Also, staff members are generally encouraged to perform higher level functions as part of learning and development, without expectation of a financial reward.

Year of Learning and Outreach for HRMS

2017/2018

In its strategy for realignment and development, the HRMS has declared the performance cycle/year 2017/2018 as “Year of Learning and Outreach for HR Service Delivery”. This slogan is anchored in the strategic objective of promoting the increased professionalization of the HR services, and ensuring a proactive approach to providing policy guidance and support to clients i.e. staff members and management.

The Section has established an internal peer-to-peer learning strategy and programme to drive the continuous learning agenda. The client outreach started with several HR Entitlements briefing and “ICSC Changes” workshops held in Mogadishu, Nairobi and Mombasa in the second quarter of 2017. It has recently extended to all the UNSOS/UNSOM sectors (see piece below on sector visits). The peer-to-peer programme has the following key principles:

- a. People obsolescence is as serious as equipment obsolescence: continuous learning and adaptability are key to survive and thrive in today’s fast evolving business policy, solutions and other process changes.
- b. The impact of learning and development is more effective when done on the job.
- c. If done well, the peer-to-peer approach to learning is practical and resource-effective.
- d. Building and maintaining the professional competence of HRMS staff is an important priority because it represents worthwhile investment in the future of the Mission.
- e. Training is critical to preparing HRMS staff for the renewed role in policy guidance and support including sustaining the new initiatives towards improving HR service delivery as envisaged in the sections realignment strategy.



The HR team in Nairobi joins by VTC



A HR peer to peer learning session in progress

This programme will remain a key component of the Section’s activities in learning and development for the cycle, and beyond. A follow through on the gains of peer-to-peer learning will be more engagements (training programmes, outreach broadcasts and open-days) with staff members in all UNSOM/UNSOS locations.



Changes to the Education Grant Scheme

The following changes to the Education Grant scheme will take effect, starting the school year in progress as of 1st January 2018.

Reimbursement

- Reimbursement rates based on a 7 bracket sliding scale - see sliding scale and calculator on ICSC website: www.commonssystem.org/cp/calc.asp
- One currency (US\$) for all admissible expenses.
- Staff members who have banking information for EG advances, in a non-USD currency may want to consider changing into a USD currency bank, to avoid any currency exchange-related charges/fees. The Organization will not be responsible for such charges/fees.
- One unique ceiling for admissible expenses (US\$ 40,601 – see sliding scale and calculator on ICSC website: www.commonssystem.org/cp/calc.asp)
- Capital assessment fees is paid at 100%, outside of sliding scale.
- Flat boarding fees of \$5000 where applicable, is paid outside of sliding scale.

Admissible Expenses

- Tuition for full-time school attendance;
- Enrolment-related fees;
- Mother tongue tuition;
- Capital assessment fees. (paid outside of sliding scale)
- Books, transportation and lunch are no longer considered admissible expenses.

Boarding Expenses

- Flat amount of \$5000, to be paid outside of the sliding scale.
- **Boarding expenses** will only be payable to eligible staff members serving in A to E duty stations, in respect of children attending primary/secondary school.

ED Grant Travel

- Will only be applicable to staff members eligible to receive boarding assistance, i.e. serving in A to E duty stations.
- Staff must have children in primary/secondary school.
- In view of the above, there is no longer an entitlement to Education Grant travel for staff members whose children attend post-secondary educational institutions.

Special Education Grant

- Covered at 100% of admissible expenses, up to a maximum of USD40,601, after deduction of benefits, scholarship or similar grant, of the following expenses:
- Charges for teaching or training services for educational programme designed to meet the needs of the child;
- Costs or fees directly related to the educational programmes that are not optional or related to extracurricular activities;
- Expenses for special equipment for educational purposes (as applicable) if not covered under health insurance;
- Expenses for local transportation required for the child with a disability;
- Capital assessment fees is paid at 100%, outside of sliding scale.
- Flat boarding fees of \$5000 where applicable, is paid outside of sliding scale.

Scheme covers primary, secondary and post-secondary education up to the end of the school year in which the child completes four years of post-secondary studies or **attains a first post-secondary degree, whichever comes first** (subject to established age limit of 25).

Staff members are required to provide school invoices or equivalent for the advances requested.

There is a calculator on the ICSC website (www.commonssystem.org/cp/calc.asp) that simulates your EG grant amount payable.

Field personnel division (FPD) multi-disciplinary HR team visit to UNSOS/UNSOM

A Multidisciplinary Support Team from the Field Personnel Division (FPD) visited UNSOS/UNSOM from 12th through 24th June 2017. The first week of the visit was in Mogadishu and the second week in Nairobi and Mombasa. The purpose of the visit was to:

- a. Support the successful implementation of delegated HR management responsibilities.
- b. Facilitate the establishment of a mission recruitment strategy and action plan.
- c. Provide orientation sessions for HRMS staff and managers of UNSOS and UNSOM around staff selection.
- d. Assist towards the achievement of a HR strategy and targets as authorized in the HRMS scorecard.
- e. Address policy and support system issues limiting delivery.
- c. HRMS benefitted from training on available monitoring tools (including the Field Analytics Workspace, HR Insight, and Umoja ECC) as well as dedicated working sessions on topics including workforce planning, service management, knowledge management, performance management and classification and position management.
- d. Recommendations made to establish a system and procedure for regular strategic reporting (e.g., monthly or quarterly).
- e. Recommendations made which HRMS accepted and transformed into actionable items for implementation, in the following areas:

The visiting team comprised the following:

Mr. Chaste Abimana, Deputy Director/Chief Field Personnel Operations Service

Mr. Barnaby Donlon, Chief/East and Central Africa Section, Field Operations Service

Ms. Sylvie Hessel, Occupational Group Manager- Recruitment unit, Field Personnel Division, Department of Field Support

Mr. Michael Morano, Information Management and Performance Monitoring Compliance Unit - QUAIMS/FPD/DFS

The team had meetings with UNSOS and UNSOM Senior Management, Staff Union representatives, Pillar Heads, and Section Chiefs throughout the two week period and held town-hall meetings with all staff including staff members in sectors (by VTC). Meetings were held with Staff Counsellors, members of the Staff Welfare Committee, among others, to discuss issues in staff welfare including how to improve by addressing challenges.

Key outcomes of the visit include:

- a. It identified strengths to build on and opportunities for improvement in key strategic and operational areas of mission HR management.
- b. Hiring managers (including their administrative support staff) as well as recruiters in HRMS received training on the recruitment process and system (Inspira).
- HRMS and hiring managers to jointly establish measures to improve on practices in recruitment, targeting mainly: vacancy rates, staffing timelines, recruitment process especially for national staff positions in Somalia, onboarding, roster management and mobility.
- Reducing gender parity deficits and moving towards achieving targets as established in the UNSOS Scorecard.
- Improving staff welfare, particularly against prevalent concerns about the standard and suitability of accommodation within the mission.
- Counselling and stress management for staff members.
- f. Conducted a deep dive into client support issues for HR and designing solutions to challenges in the management of client services.
- g. Strengthening the model of support to staff members in the sectors.
- h. Co-ordinating working relations with RSCE including agreeing on changes to improve on efficiency in onboarding, administration of entitlements, and claims processing.



DID YOU KNOW

That the UNJSPF has established a Liaison Office in Nairobi?

Yes, a UNJSPF Benefits Officer is stationed in Nairobi. The contact details of the UNJSPF liaison office in Nairobi are as follows: **UNJSPF Liaison Office (Ms. Katimbo), HRMS/UNON, Block V - Ground Floor/Lobby Room 130. Ms. Katimbo can be reached through the generic email address Pension.Nairobi@UNON.org.** Staff members are encouraged to use the liaison office as additional resource for support and guidance on pension and related matters.

HRMS Working Visit to UNSOS/UNSOM Sectors

HRMS visited all UNSOS/UNSOM sectors to provide direct HR support and guidance to staff members in remote locations. In all of the five sectors visited, HR staff conducted:

- Town hall briefings on entitlements.
- Direct desk support and hands-on briefing on Umoja ESS/MSS processes.
- Walk-in clinics for one-on-one consultations and guidance to staff members and managers on HR and general administration issues and areas that they require support in.

In all sectors, HRMS staff held briefings on staff entitlements, covering all categories of staff and UN personnel, provided hands-on training programmes on Umoja with particular focus on the new ICSC changes to the compensation package for internationally recruited staff members.

The visiting HRMS teams also conducted walk-in clinics with individual sector staff members to provide support and solutions to pending human resources and general administration issues and questions on a one on one basis. Through the visits, a number of pending individual staff issues on staff entitlements cases; Umoja time and attendance mapping issues; pending travel claims; education grant claims and issue; policy and system support on dependency benefits; insurance matters; and a variety of HR functions, were rapidly addressed by HRMS.

Through the hands-on training programmes on Umoja ESS/MSS, participants were shown how to navigate and use key functionalities of the system including personal data maintenance, and access to leave and entitlement records, etc

The visits began on 08th August 2017 and ran through 14th Sept. 2017. The schedule and the times allocated were based on the UNSOS and UNHAS flight schedules as follows:

Baidoa 08th and 15th August	Kismayo 14th and 21st August	Beledweyne 30th August
Garowe 11th and 12th September	Hargeisa 12th and 13th September	

Feedback from the sector participants show that staff members were highly appreciative of the visits and expressed hope that it is sustained as a practice. They considered the visits as useful ways of taking HR services to staff members in out-posted offices and urged HRMS to dedicate more time and resources to serve them better.

On his part, the Chief HR Officer assured sectors that periodic visits to sectors will form a central part of the Section's outreach programme for the 2017/18 cycle and beyond, and the target is to ensure that one or more sectors is covered every quarter. Additional measures of support for the sectors and Mombasa, including the assignment of a HR focal point for sectors (and Mombasa), will be unveiled through the upcoming HR realignment strategy, a key aspect of which will be a renewed focus on client support through education and information sharing.



HR entitlements training programme in Garowe



Group picture of HR visit team and Hargeisa staff



DID YOU KNOW

That e-performance mid-point review for the 2017/18 cycle begins from 1st October through 31st October 2017

UNSOS/UNSOM Staff Welfare activities

The staff welfare committee is the elected body of UNSOS/UNSO staff members who volunteer time, skills and sometimes resources to manage and coordinate staff welfare activities which aim to integrate variety in the way UN and non-UN personnel experience life in the mission i.e. reduce stress, boredom and monotony. This year, the welfare committee organized a number of activities including periodic beach cleaning programmes in Mogadishu, the annual welfare gala in Nairobi as illustrated in the pictures.

Efforts are underway to complete the installation of a new health & fitness center (gym) in phase 7. The new facility will be complete with a space for yoga, cardio circuit and gym equipment that have been installed with the technical support of members from the UK70 team. The new gym is for all UNSOS/UNSOM staff members, AMISOM, UN Country Team and camp personnel within the MIA. Other major programmes and activities planned by the staff welfare committee, details of which will be announced before the end of the year, include:

Construction of a Multipurpose Sports Arena; soccer, basketball, tennis, and volleyball

The provision of hairdressing/barber Salon

Reusable metal bottles

Welfare Library

Quarterly happy hour with the provision of live music band and refreshment

The provision of additional board-games

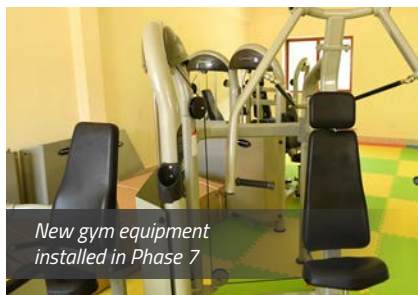
The resumption of quiz night

The provision of sounds system

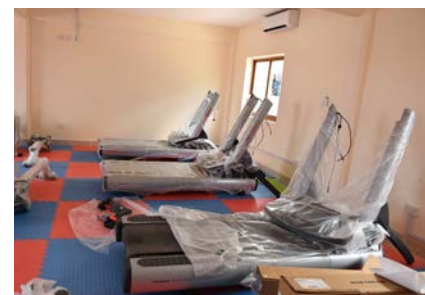
Welfare Flights



New Phase 7 accommodation space for a gym



New gym equipment installed in Phase 7



Annual staff gala at the Radisson Blue Hotel in Nairobi on 1st July 2017

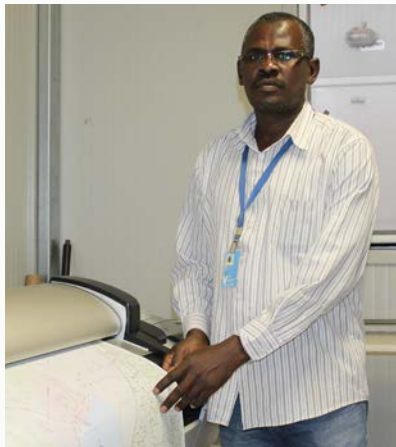


Staff welfare cleaning exercise in Mogadishu

DID YOU KNOW

That rental subsidy for personnel in bunkerised containers (e.g. phases 4 and 8 in Mogadishu) has been reduced to 0% (free) with effect from 1st April 2017





Interview with Eltayeb Osman Adam Abdalla- longest serving UNV in UNSOS/UNSOM

Eltayeb Osman Adam Abdalla is the longest serving UN Volunteer in the mission. Deployed as Geospatial Information Systems (GIS) Officer, Eltayeb is one of the current 23 UN Volunteers. He joined the mission on 21 May 2014. In this short interview, Mr. Eltayeb shared views on his experience in the mission as a UN Volunteer (UNV).

HR Newsletter: How will you describe your experience as a UNV in the mission?

Eltayeb: I joined the mission as a UNV Geospatial Information Officer (GIS officer) in May 2014. The main task at that time was to establish and run a new GIS office in Mogadishu to support UNSOA, AMISOM and other partners. The Main GIS office at the time was based in Nairobi. It had not moved to Mogadishu yet. It was a challenging and motivating offer- for a UNV to be asked to play such an important role in the establishment of a new client-based office from scratch.

HR Newsletter: What are some of the achievements in your assignment that you are proud of?

Eltayeb: The biggest achievement was the successful establishment of a new office, and to be the person running the office alone for about one year, fully supporting clients and meeting the deadlines.

HR Newsletter: How different is this assignment from the one you had before you were deployed to Somalia even if it was a different job?

Eltayeb: The difference with this assignment during the first year, I was alone at the GIS Unit and I had to attend mission operational meetings as GIS representative, in addition to the responsibility of routine/day to day GIS assignments. I was also the interface between GIS clients in Mogadishu and the main office in Nairobi. In this role, I had the responsibility of understanding and articulating clients' needs to the GIS office in Nairobi.

HR Newsletter: Can you name one or two challenges in this current assignment?

Eltayeb: The key challenges for me and many other UNVs are: The struggles with processing Entry VISA for both Somalia and Kenya; and the several administrative and financial process issues that we encountered in the first year when things were just starting and shaping up. Over time, these challenges have largely been sorted out and things work fairly smoothly now.

HR Newsletter: The other questions were related to your assignment. How would you describe your experience of life in the mission?

Eltayeb: Really I do fully appreciate the support coming from UNSOS to the UNVs, the support coming from UNV offices in Bon, Nairobi and especially Mogadishu office. Most of the worries and problems of UNVs have been resolved because of the support from all these offices.

HR Newsletter: What has been the best moment in this experience?

Eltayeb: When UNVs became one big family in the mission. Whichever Section you go to in Mogadishu, you are likely to find a UNV colleague who would receive you and offer support. Of course non UNV colleagues in the mission are also supportive to us UNVs and to others as well. In this mission, colleagues generally treat each other with respect and without any reference to category or rank. These are all good moments I will cherish throughout my life.

HR Newsletter: Could you name one or two challenges in the way you have experienced life in Somalia?

Eltayeb: This is my fourth year in Mogadishu and I have never seen Mogadishu city. I wish peace comes to this beautiful country soon so that UN staff and others can move around freely and experience the warm hospitality and culture of Somalia. We experienced shelling with mortars in the first two years whereby every minute, you expect something to happen. The situation now is far better.

HR Newsletter: What advice would you give anyone wanting to join the UN Somalia mission?

Eltayeb: My advice is that if anyone have a chance to join Somalia mission, please do so and do not hesitate. The mission is getting better by the day: the security situation has improved significantly I believe, accommodation is far better than before, welfare is doing well and improving, and all offices in the mission are now better established and more equipped with resources.



Interview with Unyimeobong Etim Ebuk - longest serving GPP in UNSOS/UNSOM

Unyimeobong Etim Ebuk (Unyime for short) is a Government Provided Personnel (GPP) from the Federal Republic of Nigeria, working as a Judicial Affairs Advisor with ROLSIG. She is based in Kismayo. Unyime joined the mission on 20th March 2016 and is the longest serving female GPP. She shared her perspectives and experience about work and life in the mission through this short interview with HR Newsletter.

HR Newsletter: How would you describe your experience as a GPP in the mission in terms of the assignment?

Unyime: My experience has been very novel, in the sense that I had no prior peace keeping experience and never thought my services would be required in a peace keeping mission. The experience so far, has been enriching because I work with people from diverse backgrounds and I have benefitted immensely from the professional exchange and sharing with colleagues. I have also adapted and adjusted to the environment.

HR Newsletter: Could you name one achievement in your assignment, which you pursued on your own or as part of a team?

Unyime: Prior to my joining the mission in Somalia, I had no reservation carrying out assignments and duties on my own, probably because most of my assignments were litigations. I had to do a lot of research and various representations of the federal government, alone, as emphasis was on winning cases and reducing the judgment debt of government. Here in Somalia, I learnt I had to work in a team, as our work in Justice and corrections requires lots of collaboration and sharing of ideas. For example, we were able to activate a system of mobile courts in Banadir, Kismayo and Baidoa, based on team work and these achievements are being sustained through the same continuous partnership and team work;

HR Newsletter: How different is this assignment from the one you had before you were deployed to Somalia?

Unyime: Similar in some ways but also different as I just explained but both the similarities and differences have been useful for me in my professional development.

HR Newsletter: Could you name one or two challenges in this assignment?

Unyime: Due to security challenges common and peculiar to Somalia, the major challenge has been the visits to the Justice Sector offices in town. I do not look forward to the security precautions and preparations for any visit to town.

HR Newsletter: How would you describe your experience of life in the mission?

Unyime: Generally, It has not been difficult for me to adjust as naturally am not cut out for much extracurricular activities after close of work, but the difficult part for me has been the realization that there are no beauty salons to use and not much options to buy fruits. In short, I was shocked that basic amenities that I termed and regarded as common are "not so common" here, compounded by the fact that even if the needed amenities were available in town, there is no easy access because of restrictions on movements, etc. The good thing is that I was able to adjust by finding alternatives to all those challenges.

HR Newsletter: What has been the best moment in this experience?

Unyime: My best moment remains the fact that I am part of a team that is assisting in strengthening the justice system through training programmes and capacity building workshops. These programmes have had some good results in terms of access to justice and helping people to explore and agree on alternative practices of systems of formal justice most suited to their culture and circumstances.

HR Newsletter: Could you name one or two challenges in the way you have experienced life in Somalia?

Unyime: A second challenge for me, maybe it is not so much a challenge, is that I fail to blend in the social gatherings of groups getting together after work for drinks and/or group dinners. Instead of attending such gatherings, I prefer recapping the day's work and business and preparing for the next day. I also try as much as possible to retire early to face the next day. I hope to blend more in the group socializing one day soon.....still work in progress on this part.

HR Newsletter: What advice would you give anyone wanting to join the Somalia mission?

Unyime: My advice would be, if you have the contact of your supervisor or whoever is designated as your contact person, ask as many questions as you can, do not limit your questions, have an open adaptive mind, brace yourself for surprises, be forgiving, love all and above all be yourself .

HRMS annual collective dialogue – Lord Erroll Hotel, Nairobi (20th to 22nd July 2017)



UNSOs's HRMS held its second annual collective dialogue at the Lord Erroll Hotel in Nairobi from 20th to 22nd July 2017.

The dialogue was conducted in the traditional team retreat style of all team members meeting outside the office setting and ambience. It was a single forum of all HRMS staff reviewing and reflecting on the section's work: strategy, methods, processes, etc. for the previous performance cycle (2016/17).

During the three-day conclave, the team reviewed achievements made, opportunities for improvement and ways forward. The reflection on the previous cycle's work transitioned into planning and finalizing the strategy for the 2017/18 performance cycle.

This year's dialogue came on the heels of important policy changes and developments in the organization: UMOJA benefits realization and its impact on HR services; the transfer of some key transactional HR functions from mission HR to RSCE; ICSC changes to the compensation package for internationally recruited staff members; and the new mobility and career development framework.

HRMS staff engaged in a collective conversation and interpretation of the meaning and impact of these changes for local/mission-level

HR services. In our collective understanding, these changes call for a need to re-focus and position ourselves towards more strategy-oriented and policy support to our clients – UNSOS/UNSOM staff members/other personnel and Management.



DID YOU KNOW

That e-performance mid-point review for the 2017/18 cycle begins from 1st October through 31st October 2017

The retreat was designed and executed to ensure continuous team engagement, contribution and presence of all team members. The approach was to facilitate interaction, free flow of ideas, debate and agreement on issues, challenges, solutions and ways forward.

All of the interaction and discussions happened in a semi-formal environment within the serene environment that Lord Erroll provided. All team members exchanged ideas and participated in the plenary and group discussions openly, unhindered by the hierarchy or formality of the office. The fun and learning included team building sessions designed to demonstrate competencies in collaboration, teamwork and client orientation. This part was particularly interesting as team members mixed in smaller groups to compete around task-based games. The fun games were well received because they added a flavor and touch of camaraderie and closeness that colleagues could not otherwise explore much within the office setting.

At the end of the three-day dialogue, HRMS team members agreed on the following achievements:

- Agreement reached on the HRMS strategy on re-alignment and next steps for implementation;
- Finalized and adopted section’s work plan for 2017/18;
- Discussed and rallied around meaning and ways for improving key team competencies: client orientation and collaborative team work;
- Established a theme, strategy and programme of work for the section’s 2017/18 work program – ‘Year of Learning and client service’.

The retreat closed on a high note of motivation and hopes and aspirations for the future of HRMS.



DID YOU KNOW

That UNSOS Human Resources Management Section (HRMS) has launched a monthly broadcast - HR FACTS?

Yes, HR FACTS is a HRMS initiative towards client education and sensitization and it will be broadcast once every month, mostly addressing one issue for the information of staff members. The first edition of it addresses changes to the Education Grant Scheme. The next edition, in November 2017, will provide information on ESSENTIAL FEATURES OF UMOJA EMPLOYEE SELF SERVICE (ESS).



Group photo of HR team at the annual collective dialogue meeting in Nairobi



We welcome feedback, and suggestions for future issues.

Email Address: UNSOS-HRWORKS@UN.ORG