



UN career workshop



20.11.2014, CIMO

Agenda

- ▶ **Competencies**
- ▶ **Recruitment process**
 - ▶ Motivation letter
 - ▶ P I I
 - ▶ Competency based CV
 - ▶ Technical Tests
- ▶ **Competency based interview**
- ▶ **Q&A**



What are Competencies?

“It is my hope that competencies will provide us with shared language for talking, in concrete terms, about **high performance and managerial excellence**. I believe that a shared view of the standards we are striving to achieve will assist us in our continuing efforts to prepare the Organization to meet the challenges of the 21st century.”

Kofi Annan
Secretary General



Core Values – the UN

▶ Integrity

- ▶ Demonstrates the values of the United Nations in daily activities and behaviours
- ▶ Acts without consideration of personal gain
- ▶ Resists undue political pressure in decision-making

▶ Professionalism

- ▶ Shows persistence when faced with difficult problems or challenges
- ▶ Remains calm in stressful situations

▶ Respect for Diversity

- ▶ Works effectively with people from all backgrounds
 - ▶ Treats all people with dignity and respect
 - ▶ Treats men and women equally
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Core Competencies – the UN

- ▶ Communication
- ▶ Teamwork
- ▶ Planning & Organizing
- ▶ Accountability
- ▶ Creativity
- ▶ Client Orientation
- ▶ Commitment to Continuous Learning
- ▶ Technological Awareness



Managerial competencies

- ▶ Vision
- ▶ Leadership
- ▶ Empowering others
- ▶ Managing performance
- ▶ Building trust
- ▶ Judgement/Decision making



How to demonstrate the competencies (1 / 3)

▶ Communication

- ▶ Speaks and writes clearly and effectively
- ▶ Listens to others, correctly interprets messages from others and responds appropriately
- ▶ Asks questions to clarify, and exhibits interest in having two-way communication

▶ Team Work

- ▶ Works collaboratively with colleagues to achieve organizational goals
- ▶ Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others
- ▶ Places team agenda before personal agenda
- ▶ Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position



How to demonstrate the competencies (2/3)

▶ Planning & Organizing

- ▶ Develops clear goals that are consistent with agreed strategies
- ▶ Identifies priority activities and assignments; adjusts priorities as required
- ▶ Allocates appropriate amount of time and resources for completing work

▶ Accountability

- ▶ Takes ownership of all responsibilities and honours commitments
- ▶ Delivers outputs for which one has responsibility within prescribed time, cost and quality standards
- ▶ Operates in compliance with organizational regulations and rules

▶ Creativity

- ▶ Takes calculated risks on new and unusual ideas; thinks "outside the box"
 - ▶ Takes an interest in new ideas and new ways of doing things
 - ▶ Is not bound by current thinking or traditional approaches
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How to demonstrate the competencies (3/3)

▶ Client Orientation

- ▶ Considers all those to whom services are provided to be “clients ” and seeks to see things from clients’ point of view
- ▶ Establishes and maintains productive partnerships with clients by gaining their trust and respect
- ▶ Identifies clients’ needs and matches them to appropriate solutions

▶ Commitment to Continuous Learning

- ▶ Keeps abreast of new developments in own occupation/profession
- ▶ Actively seeks to develop oneself professionally and personally
- ▶ Contributes to the learning of colleagues and subordinates

▶ Technological Awareness

- ▶ Understands applicability and limitations of technology to the work of the office
- ▶ Actively seeks to apply technology to appropriate tasks



Motivation letter

- Motivation letter and application form must be tailored to the vacancy announcement
- Link the position with your qualifications and competencies – this must be crystal clear
- Not necessary to include all work history, only relevant experience
- Focus forward
- Include key words and share concrete examples
- Use action verbs in the application and CV and be careful with acronyms



P11 – and how to fill it

- Tailor your P11 to the open position and the TOR.
- Use active terms and language.
- Pay attention to details and list all relevant additional information (i.e. memberships, volunteer work)
- Include up to date contact details for references/former and current supervisors



Competency based CV

- ▶ Should reflect the competencies outlined in the job advertisement
- ▶ Share concrete examples of your achievements
- ▶ Use active verbs



Why competency based interview?

“Past, demonstrated behaviour is the best indicator of future performance”



Competency based interview

1. Context

2. **Your** Actions

3. Results

4. Lessons learned (optional)



Elevator Speech

- ▶ **Why me**
 - ▶ What do I bring with me
- ▶ **For this position**
 - ▶ Why exactly this position
- ▶ **To this organisation**
 - ▶ My motivation to work for this organisation



Exercise

- ▶ You have 5 minutes to answer to **one** of the following four questions:
 - ▶ **Diversity**
 - ▶ Please tell us about a time when you have worked in a diverse team that required cultural awareness and sensitivity in order to achieve a result?
 - ▶ **Professionalism: What was the last major success you achieved in your current job?**
 - ▶ What exactly was your role in this?
 - ▶ Which concrete obstacles did you overcome to achieve this success?
 - ▶ Did you receive recognition for this?
 - ▶ **Planning & Organizing: When was the last time you managed a project/programme from beginning to the end?**
 - ▶ How successful was this?
 - ▶ What would you do different now?
 - ▶ How did you involve your colleagues?
 - ▶ **Accountability: Give us an example of when you have experienced a setback?**
 - ▶ Describe what happened.
 - ▶ How did you react to the problems?
 - ▶ To what extent did others see how you were feeling?



Volunteers – Question 1

- ▶ Diversity:

- ▶ Please tell us about a time when you have worked in a diverse team that required cultural awareness and sensitivity in order to achieve a result?

- ▶ Context

- ▶ Your actions

- ▶ Results

- ▶ Lessons learned



Volunteers – Question 2

- ▶ What was the last major success you achieved in your current job?
 - ▶ What exactly was your role in this?
 - ▶ Which concrete obstacles did you overcome to achieve this success?
 - ▶ Did you receive recognition for this

- ▶ Context
- ▶ Your actions
- ▶ Results
- ▶ Lessons learned



Volunteers – Question 3

- ▶ When was the last time you managed a project/programme from beginning to the end?
 - ▶ How successful was this?
 - ▶ What would you do different now?
 - ▶ How did you involve your colleagues?

- ▶ Context
- ▶ Your actions
- ▶ Results
- ▶ Lessons learned



Volunteers – Question 4

- ▶ Give us an example of when you have experienced a setback?
 - ▶ Describe what happened.
 - ▶ How did you react to the problems?
 - ▶ To what extent did others see how you were feeling?

- ▶ Context
- ▶ Your actions
- ▶ Results
- ▶ Lessons learned



Questions and answers (1 / 2)

- ▶ What channels exist (public and hidden) for UN jobs?
 - ▶ Entry-Level Humanitarian Professional Programme (EHP), UNHCR
 - ▶ New and Emerging Talent Initiative (NETI), UNICEF
 - ▶ UNDP Jobs, National programmes, consultancies
 - ▶ See e.g. <http://unjobfinder.org/>, <http://unjoblist.org/>



Questions and answers (2/2)

- ▶ Shortlisting
- ▶ References
- ▶ How to obtain information regarding open positions?
- ▶ Professional positions vs general service positions
- ▶ Language requirements, nationality, gender, education



Useful tips for your interview – careers.UN.org

1. Prepare a wide range of brief real life stories about your accomplishments. Be aware of the specific skills each story illustrates and remember to include the positive outcome or lesson learned from each experience.
 2. Be ready to discuss your strengths and your ability to learn from past experiences. Also think about how you could contribute to the work of the United Nations and to the specific position you are applying for.
 3. Review the competencies mentioned in the job opening. These will be probed in your interview, so your stories should show your skill in these competency areas.
 4. You should be prepared to address positive results and achievements using these competencies and also challenges you have had in each of these areas.
 5. The structure of your answer should be: Situation, Action, Result.
 6. Share information you feel is appropriate and relevant.
 7. Listen to the question carefully. Keep to the point. Be as specific as possible.
 8. Do some research on competency, or behavior based interviews. There is a lot of material available about preparing for such an interview structure.
 9. Learn as much as you can about the Department and Office you are applying to and the work it does.
 10. **Practice, practice, practice.**
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