How Viva Engage helps enable learning at UNHCR

Case study: Learn@UNHCR, Careers@UNHCR, Wellbeing@UNHCR, Welcome@UNHCR

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About UNHCR

- Protect forcibly displaced and stateless people
- 137 countries
- 20,000 workforce incl. 80% in the field

Viva Engage in UNHCR's Landscape

- Role in digital workplace

- Governance

- Trends

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New ways of learning

- Learn@UNHCR pilot in 2021
- Expanded in 2022-23 with Careers, Wellbeing and Welcome events
- Objectives:
  - Promote a culture of continuous learning
  - Encourage peer learning
  - Inform, Engage, Unite

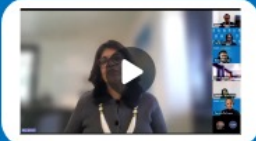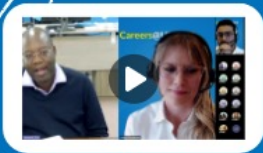

Let's get learning!

Sneak peek

10.00– 10.45 - Delegate, Don't Dump!

16.30 – 17.00 -Think like a hacker, sleep like a baby

17.30 – 18.15 - Everyone is a teacher, if you let them

MORE THAN

70

SESSIONS

OVER 3 DAYS

UNHCR

Wellbeing@UNHCR
Highlights of Day 1 (Mon, 2 Oct 23)

"What does burnout feel like? It feels like as if my mind is an Internet browser: 17 tabs are open, 4 of them are frozen, and I don't know where the music is coming from."

"Recognize that embracing your vulnerability is a sign of strength, and asking for help is a vital step towards healing."

"Try to listen more to want to understand, as opposed to listen to respond."

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Set-up: Platforms & Tools

- Intranet – key information about the event

- SharePoint – registration, agenda, recordings

- MS Forms & Power Automate – automated registration

- MS Teams – live sessions

- Viva Engage – internal promotion and multi-way communication: Key part of the comms strategy

An integral part of the comms strategy

Before

During

After

To build momentum: Community engagement plan, posting calendar.

To promote participation: Daily recaps, spotlighting keynotes, favourite sound bites, encouraging turn up next day.

To celebrate achievement: Key take-aways, share recordings, feedback, thank you & wrap up video.

Viva Engage to boost engagement

- **Quizzes and polls**

- **Great Day @Work challenge**
(nominating colleagues + video paddlet)

- **Give Your Best @Work** inspiration wall

- **UNHCR People@Work** photo wall

- **'Our People, Our Stories' Story telling**
video series

Research has identified Performance, Image, Exposure (P.I.E.) as key elements to career success. Which parts of the PIE do you think have the biggest influence?

Performance (60%), Image (30%), Exposure (10%) — 23 votes

Exposure (60%), Image (30%), Performance (10%) — 16 votes

Image (60%), Performance (30%), Exposure (10%) — 6 votes

Careers@UNHCR is just a day away! With over 70 sessions taking place, we want to know... **What session are you most looking forward to?**

👍 **J'aime**   💬 Réponse   📤 Partager ∨   👍 Vous et

❤️

MH   **Maria Chiara Humura**   9 mai 2022
The event is just around the corner! Can't wait to hear about **Women and Career at UNHCR!!**

⬆️ ✓✓ | 👍 💬 ⋯

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Careers@UNHCR challenge

'A GREAT DAY AT WORK IS WHEN...

- I can be creative
- I feel supported
- I have fun
- There is a positive environment
- I am trusted

- There is collaboration
- I feel recognised
- I work in a team
- There is a clear direction
- I receive good feedback

- I support others
- I solve a problem
- I feel challenged
- I achieve a goal
- I am organized
- I feel secure
- I develop skills

- I am respected
- I feel excited
- I feel included
- I help others
- I have an impact
- I feel inspired
- ..... ?

SHARE YOUR THOUGHTS BELOW!

Challenge "Careers@UNHCR"
UNE JOURNÉE EXCEPTIONNELLE AU TRAVAIL C'EST QUAND...

Careers@UNHCR challenge
'UN BUEN DIA DE TRABAJO ES CUANDO

Maria Chiara Humura 27 avr. 2022 • Modifié ♥ 3

Thank you Rachel Cope-Thompson, challenge accepted!! :)
For me a #GreatDayatWork is when **I feel challenged!!** I nominate Rosemary Akinyi, Faith Tanyanyiwa and Gabriela Fogaca!!

👍   💬   ↗   ⌄   ⋯

Giulia Serrelli 27 avr. 2022 ♥ 3

So lovely! For me a #GreatDayatWork can take many different forms and experiences, but I think I will go for when **I feel creative (and have had a good laughter with my colleagues).** What about you Nina Huovinen & Mohamed Chadi Ouanes?

👍   💬   ↗   ⌄   ⋯
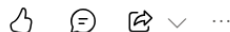
Nina Huovinen 29 avr. 2022   👍👏 2

Giulia Serrelli thanks for tagging! My #GreatDayatWork definitely includes feeling like my work is having an impact, I'm able to help others, and I get to connect with lovely colleagues near or far! How about Svanlaug Arnadottir, Moritz Vosteen, and Kin Kong Wong?

👏   💬   ↗   ⌄   ⋯

Rosanne Innes 28 avr. 2022   👍 5

Lanzamos el reto en Español! Para mi un buen dia de trabajo es cuando **siento que ayudo a otros.** Colegas en las Américas: qué para ustedes un buen día de trabajo?

👍   💬   ↗   ⌄   ⋯

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The Future of Viva Engage at UNHCR

- Enhanced Features

- Strategic Campaigns

- Training and Support