

# TRAINING CATALOGUE



**L&D**

## Learning and Development

# Training Course Portfolios



|   |           |  |           |
|---|-----------|--|-----------|
| <b>INDUCTION AND ON-BOARDING</b>  | <b>9</b>  | <b>RISK MANAGEMENT</b>   | <b>31</b> |
| Induction Program   | 10        | Internal Organization Risk Management ( Projects, Programs and Operations) | 32        |
| <b>HEALTH AND SAFETY</b>  | <b>11</b> | Fraud Awareness, Risks and Controls  | 32        |
| Risk and Crisis Management  | 12        | Ethics and Code of conduct in AU   | 33        |
| Organization Health and Safety  | 12        | <b>COMPUTER SKILLS</b>   | <b>35</b> |
| Risk and Crowd Control  | 13        | MS- Office Excel (2013)  | 36        |
| Defensive Driving   | 14        | MS-Office Power Point Presentation   | 36        |
| <b>SERVICE EFFECTIVENESS &amp; NEGOTIATION</b>  | <b>15</b> | AU System Tool   | 36        |
| Influencing and Negotiation Skills  | 16        | <b>LANGUAGE COURSES</b>  | <b>37</b> |
| Communication and Presentation Skills   | 17        | English  | 38        |
| Customer Relationship Management (Level 1, 2, 3)  | 17        | French   | 38        |
| Management Skills for Administrative Professionals  | 18        | Spanish  | 39        |
| African Union Terminology   | 18        | Amharic For Communication  | 39        |
| Negotiation Mediation and Leadership  | 19        | Portuguese   | 40        |
| Public speaking   | 19        | Arabic   | 40        |
| <b>LEADERSHIP FOR PERFORMANCE MANAGEMENT</b>  | <b>21</b> | <b>BENEFIT AND WELLNESS</b>  | <b>41</b> |
| Leadership Skills for Performance Management<br>( Supervisory level, Middle Management and Senior Leadership) | 22        | Exit planning for senior staff members                                     | 42        |
| Leadership Development Training for Women Managers  | 23        | <b>CONTINUOUS PROFESSIONAL DEVELOPMENT PROGRAMS(CPDP)</b>                  | <b>43</b> |
| Leadership skills Part B  | 23        | Legal  | 44        |
| <b>MANAGING STRATEGICALLY</b>   | <b>25</b> | Medical  | 44        |
| Strategic Planning  | 26        | Audit  | 44        |
| Project Planning and Development  | 26        | Human Resource Management  | 44        |
| Project Management Foundation   | 27        | Finance  | 44        |
| AU Balanced Scorecard   | 27        | MIS  | 44        |
| Project Management for Donor Funded Projects  |           | Travel   | 44        |
| <b>DIPLOMATIC ETIQUETTE AND PROTOCOL</b>  | <b>29</b> |  |           |
| Diplomatic Protocol and Etiquette   | 30        |  |           |
| Diplomacy and Negotiation Skills  | 30        |  |           |



## H.E Dr. Nkosazana Dlamini-Zuma

African Union Commission Chairperson

It has been two years now since we have started the journey of Learning at the African Union Commission. The year 2063 being ahead of us although not far any more, we are still pursuing the high quality in improving the institutional capacity in order to deliver on the aspirations of the continent. Operational systems and procedures were launched in 2016, which shows the effectiveness of the targeted transformation. However, many challenges remain for the Commission and we must continue to build our internal capacity so as to be equal to the task. We are committed in doing more to build on improvements in institutional capacity already made. And still, learning is a critical vehicle in delivering this promise.



## Amine Idriss Adoum

Director, Administration and Human Resources Directorate

Best wishes for 2017 to you all.

The Directorate of Administration and Human Resources remains strongly committed toward embracing the needed change for the Commission. We have been successful in building foundations in 2015 and 2016, and we are expecting this success to be strengthened in 2017 in order for us to have a strong beginning of the next Strategic Plan

The Learning and Development Unit keeps making progress, and was able to deliver in 2016 thirty (30) categorized trainings for over Seven Hundred (700) staff members of all categories. This represents almost over 80 percent increase in participation to the trainings and is a big achievement for the African Union Commission.

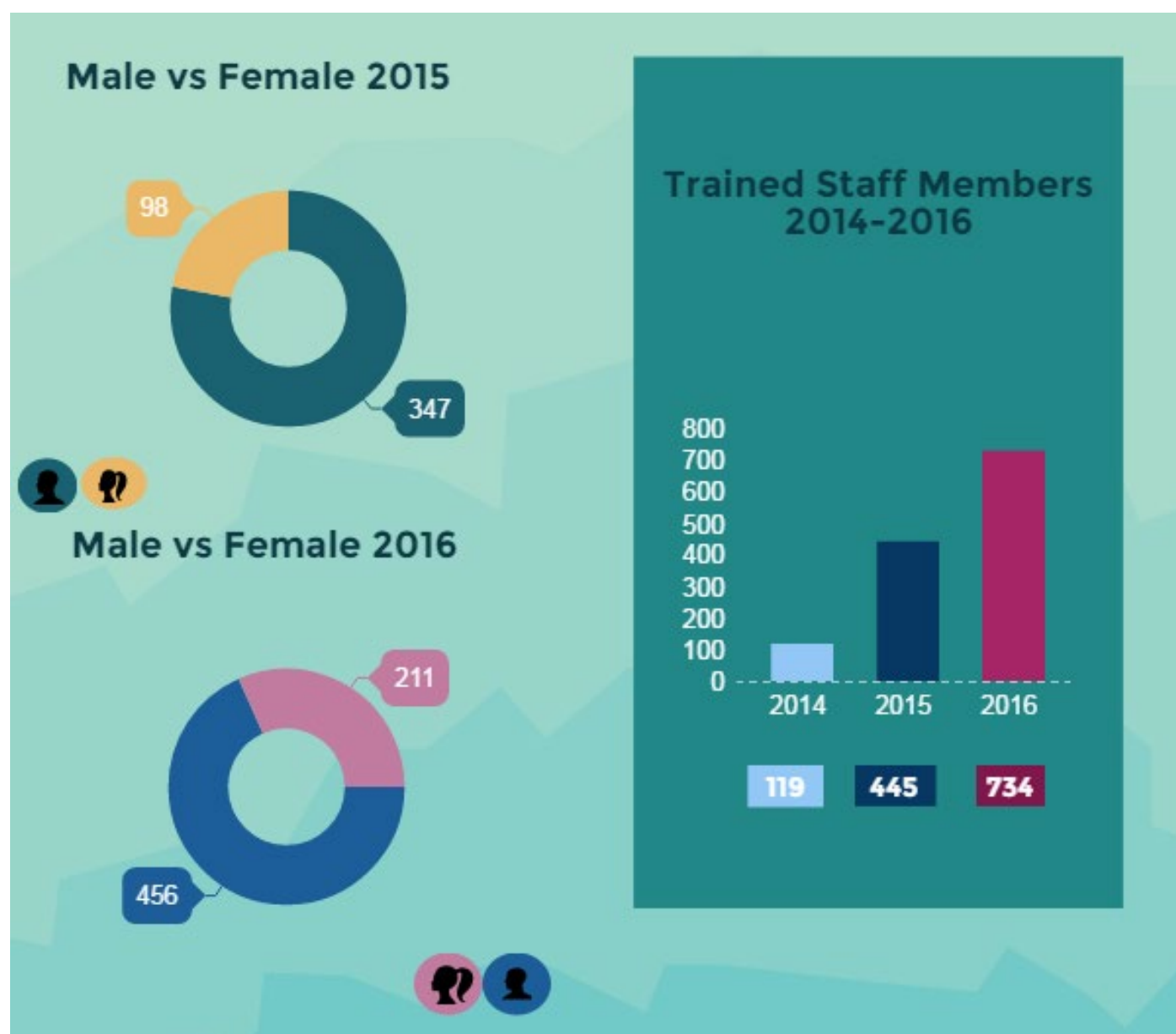
In 2017, emphasis has been put on provision of more technical trainings as we strive to meet the need for a well trained staff that will deliver on the aspirations of the continent through our dreams contained in the Agenda 2063. Development of leadership skills and strategic management for managers have been given priority in 2017 in order to build on the success from the capacity building initiatives from 2015 and 2016. African Union Commission shall continue to be a “Learning Organization”.



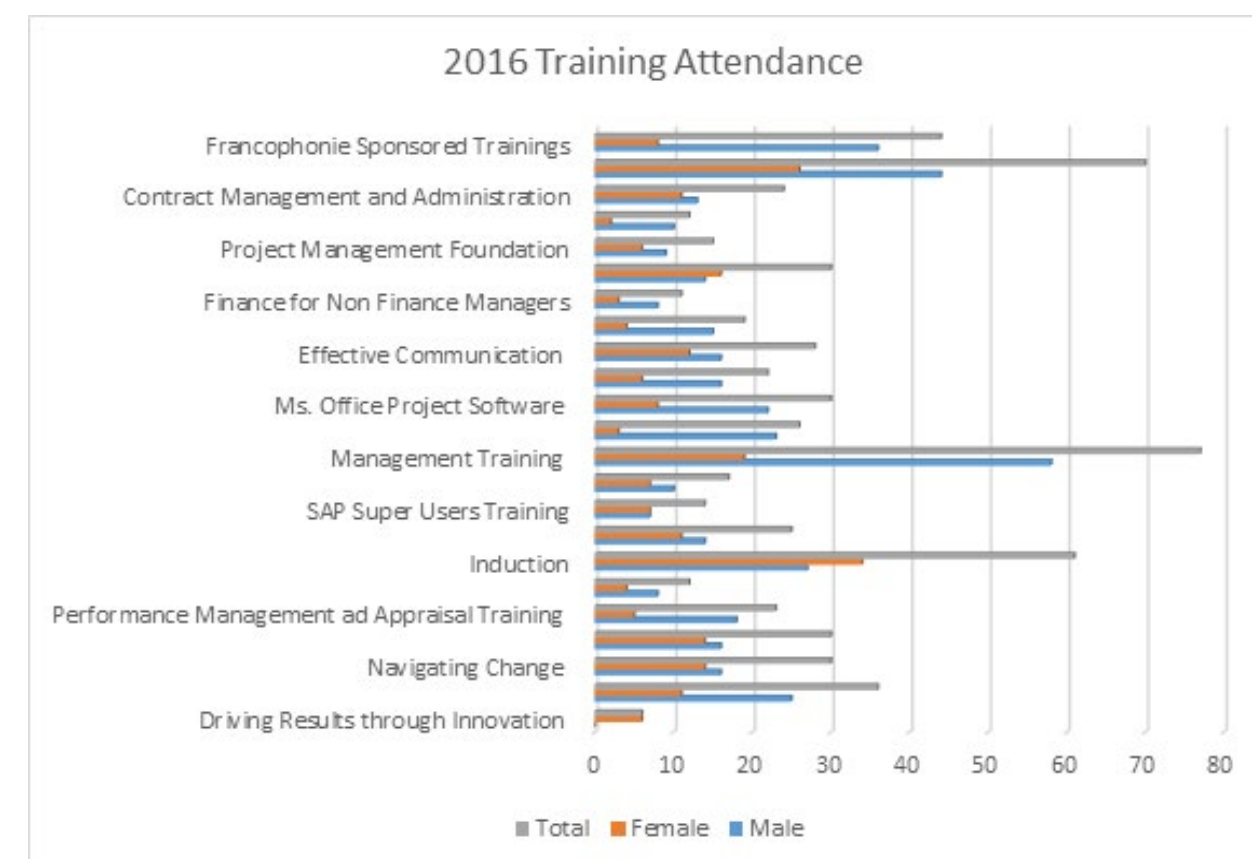
## Learning and Development Success Journey

Learning and Development Unit (L&D) conducted several trainings to staff members of the African Union Commission, including staff from Regional and Liaison offices as well as African Union Organs from 2014 to 2016. Overall, L&D organized 20 trainings for 119 Staff in the year 2014, 19 trainings for 495 staff in 2015 and 30 trainings covering different areas of expertise for 734 staff members in the year 2016.

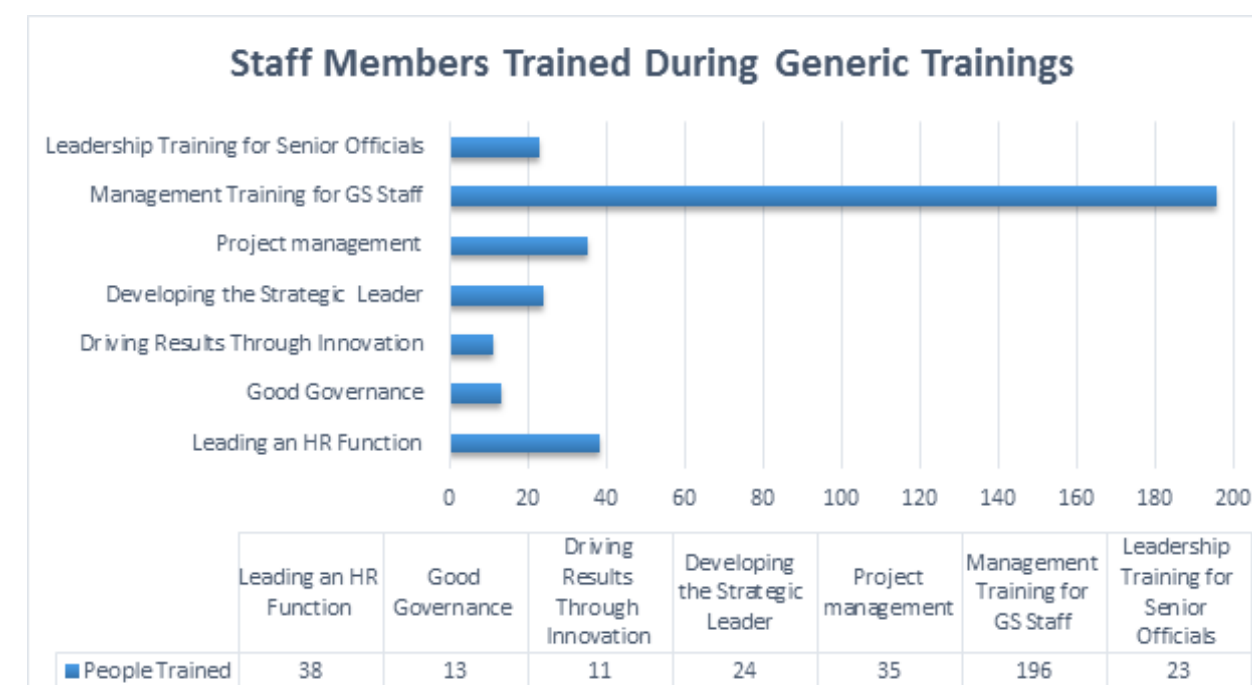
Last year, the trainings covered the following areas : Project Management Foundation and Preparation for CAPM Certificate, Contract Management and Administration, Project Management Foundation, ,Project Management – MS Office Project, Contract Negotiation Skills, Leadership Skills for Senior Managers, Strategic Procurement, Effective Communication, Motivation, Navigating Change, Driving Results through Innovation, Management Training and Performance Management and Appraisal Training among others. The team also facilitated Language Courses as well as orientation sessions for newly recruited staff. Furthermore, several trainings and learning experience sharing sessions were also organised in the areas of Human Resources, SAP and Security and Safety Services.



## Summary of Participation in The Various Trainings Organized In 2016



## Summary of Participation in The Various Trainings Organized In 2015





## Message from L&D Team

Welcome to 2017, another year of Learning and Development Journey.

2017 shall be an exciting year as L&D unit continues to strive for excellence by deploying its efforts to provide the best of its services to ensure that all members of staff are given opportunity to attend trainings, specifically for those who have never participated in the immediate previous years. As a “**learning organisation**”, we believe that we shall be able to deliver on the objectives of the training plan together with our prospective trainers.

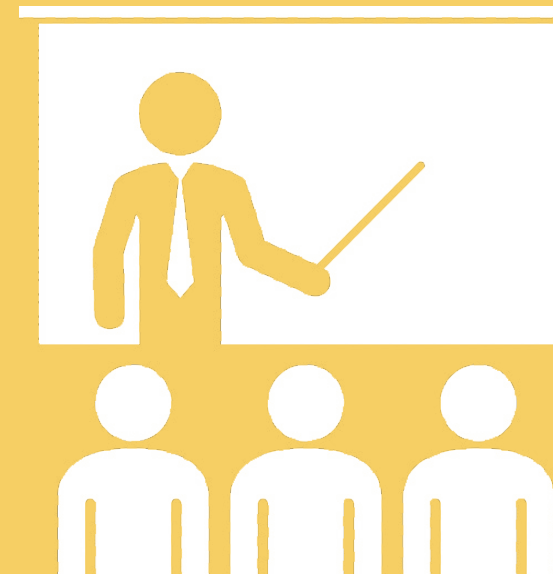
As part of its relentless effort to address Staff’s training needs, L&D is also introducing this year Continuous Professional Development Programs (CPDP), opening of MS Offices and Seminars on Ethics and code of conduct.

We also look forward to the introduction of Exit Planning program which will psychologically prepare senior staff going on retirement and equip them with necessary skills on budget management, ways of transferring knowledge and provide tips on becoming an active retiree.

**We** therefore wish to **call upon each and everyone of you**, member of the Commission, to take part in this learning journey and **make it your own**. We encourage you to actively participate in the language and MS office classes, apply for trainings that can enhance your skills and seek assistance from our unit on areas of concern.

L&D also wishes to remind colleagues that after taking part in various trainings, you will be required to provide a brief implementation plan report to allow continuous improvement in L&D programs.

We are Here to Serve You and Count on your Support!!!!



## Induction and On-boarding

## Induction Program

|                                 |   |
|---------------------------------|---|
| <b>Objective :</b>              | To facilitate ease of settling in of newly recruited staff to become effective members of the organization.   |
| <b>Target :</b>                 | New staff members   |
| <b>Mode of Application :</b>    | By invitation (mandatory for all new staff )  |
| <b>Expected results :</b>       | Participants will have working knowledge of the AU, History, Mandate, Mission, Values and Structure. The training will also introduce the staff members to Health and Safety within AUC |
| <b>Total No of Sessions :</b>   | Monthly   |
| <b>Duration :</b>               | 3 days  |
| <b>Delivery Method :</b>        | Blended Approach (Instructor Led, presentation, Handouts)   |
| <b>Language of Instruction:</b> | All AU Languages  |
| <b>Target No. :</b>             | To be determined  |



## Health and Safety

- Risk and Crisis Management
- Organization Health and Safety
- Risk and Crowd Control
- Defensive Driving





Risk and Crisis Management

|                          |  |
|--------------------------|--|
| Objective :              | To equip participants with effective security Management skills in a complex environment   |
| Target :                 | Safety & Security staff at supervisory level   |
| Mode of Application :    | By invitation only   |
| Expected results :       | Participants will be able cultivate the right management, negotiation and leadership skills in handling of safety and security issues at workplace |
| Total No of Sessions :   | 1  |
| Duration :               | Five(5) Days   |
| Delivery Method :        | Face to Face; Instructor-led; Case studies; Group discussions  |
| Language of Instruction: | English  |
| Target No. :             | 20   |

Organization Health and Safety

|                          |  |
|--------------------------|--|
| Objective :              | To equip AU Safety and Security staff with skills and best practices in safety and health management in order to enhance their ability to monitor and effectively manage Organizational health and safety (OHS).                   |
| Target :                 | Safety and Security staff as well as volunteer warden officers.  |
| Mode of Application :    | By Invitation Only   |
| Expected results :       | Participants will possess the higher required skills and knowledge in OHS monitoring and management in a manner that adds value to the organization, and allows the staff to create and deliver a proactive safety strategic plan. |
| Total No of Sessions :   | 3  |
| Duration :               | Two (2) days   |
| Delivery Method :        | Face to Face; Instructor-led; Case studies;Group discussions   |
| Language of Instruction: | English  |
| Target No. :             | 100  |

Risk and Crowd Control

|                          |  |
|--------------------------|--|
| Objective :              | To increase awareness and understanding of terrorism amongst SSSD staff as a tactic for achieving strategic goals.<br>Mandatory for Security and Safety staff  |
| Target :                 | All Security and Safety Staff  |
| Mode of Application :    | By Invitation only (Mandatory for Security and Safety staff)   |
| Expected results :       | AUC Safety and Security staff should possess the higher required competencies in their role in access control of AUC premises in a manner that adds value to the organization, and allows the staff to create and deliver a proactive security strategic plan. |
| Total No of Sessions :   | 3  |
| Duration :               | Five(5) Days   |
| Delivery Method :        | Face to Face; Instructor-led; Case studies; Group discussions  |
| Language of Instruction: | English  |
| Target No. :             | 90   |







## Defensive Driving

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | To equip AUC Drivers and interested Staff Members of the Commission with driving techniques, knowledge, skill and attitude, for safe, confident and comfortable steering.  |
| <b>Target :</b>                 | This training is intended for sixty (60) Drivers and One Hundred and forty (140) interested Staff Members of the African Union Commission.   |
| <b>Mode of Application :</b>    | Mandatory to All AUC Drivers. Open application to interested staff members   |
| <b>Expected results :</b>       | Staff members should possess better understanding of road safety and hands-on driving techniques. Participants will be introduced to vehicle dynamics, maneuverability, coordinating motorcade operations, and protecting against attacks. The course will also introduce to participants the basic security procedures and tactics. |
| <b>Total No of Sessions :</b>   | 8  |
| <b>Duration :</b>               | 1  |
| <b>Delivery Method :</b>        | Face to Face; Instructor-led; Case studies; Group discussions  |
| <b>Language of Instruction:</b> | English  |
| <b>Target No. :</b>             | 200  |



## Service Effectiveness and Negotiation

- Influencing and Negotiation Skills
- Communication and Presentation Skills
- Customer Relationship Management (Level 1, 2, 3)
- Management Skills for Administrative Professionals
- African Union Terminology
- Negotiation Mediation and Leadership
- Public speaking



# Influencing and Negotiation Skills

|                                |  |
|--------------------------------|--|
| <b>Objective :</b>             | To enable staff influence the behavior and decision making of peers, supervisors and key stakeholders during formal negotiations through effective advocacy. |
| <b>Target :</b>                | Middle & Senior Staff Members / Policy officers & Administrative Staffs  |
| <b>Mode of Application :</b>   | By Invitation Only   |
| <b>Expected results :</b>      | Staff will acquire the skills and confidence required for them to effectively influence decision making during formal negotiations.                          |
| <b>Total No of Sessions :</b>  | 2  |
| <b>Duration :</b>              | 5 days   |
| <b>Delivery Method :</b>       | Instructor led, presentations (individual and group), hand outs  |
| <b>Language of Instruction</b> | English  |
| <b>Target No. :</b>            | 60   |

# Communication and Presentation Skills

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | This training will focus on Effective Presentation, Business writing and Public Speaking to provide participants with the necessary skills required in effective communication skills through business writing, public speaking technics and presentation technics |
| <b>Target :</b>                 | All Staff  |
| <b>Mode of Application :</b>    | Open application   |
| <b>Expected results :</b>       | Participants will be able to prepare insightful memos, letters, minutes, reports and other business documents  |
| <b>Total No of Sessions :</b>   | 3  |
| <b>Duration :</b>               | 3 days   |
| <b>Delivery Method :</b>        | Instructor led, presentations (individual and group), hand outs, classroom activities, writing practice with personalized coaching and feedback  |
| <b>Language of Instruction:</b> | English(2) - French (1)  |
| <b>Target No. :</b>             | 60   |



# Customer Relationship Management (Level 1, 2, 3)

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | To expose participants to efficient and innovative ways of providing quality service within their respective Departments in the AU.<br>It is also expected to motivate staff members in finding innovative solutions to challenges they encounter when providing services to their customers |
| <b>Target :</b>                 | Senior and Policy Offices from Service Departments and Directorates within the AU (AHRMD, PBFA, DCMP, MSD, Protocol etc)   |
| <b>Mode of Application :</b>    | Level 1: Open application .<br>Level 2: open to Level 1 participants<br>Level 3: Open to best performers of level 2 participants.  |
| <b>Expected results :</b>       | Participants will have skills to enable them provide high level customer service as a way of improving delivery of objectives  |
| <b>Total No of Sessions :</b>   | 7 session( 3 sessions for Level 1 and 2 sessions for level 2 and 3 )   |
| <b>Duration :</b>               | 3 days   |
| <b>Delivery Method :</b>        | Instructor led, presentations (individual and group), hand outs, classroom activities, writing practice with personalized coaching and feedback  |
| <b>Language of Instruction:</b> | English  |
| <b>Target No. :</b>             | 120  |

## Management Skills for Administrative Professionals

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | To enhance the capacity of administrative professionals with a broad variety of up-to-date administrative skills.<br>To enable participants handle any work challenge with greater confidence and effectiveness. |
| <b>Target :</b>                 | Administrative Assistants, Secretaries, Clerks   |
| <b>Mode of Application :</b>    | By invitation only   |
| <b>Expected results :</b>       | Participants will be able to develop strategic insight, innovate better processes, become tactical and process-oriented  |
| <b>Total No of Sessions :</b>   | 2  |
| <b>Duration :</b>               | 3 days   |
| <b>Delivery Method :</b>        | Instructor led, presentations (individual and group), hand outs  |
| <b>Language of Instruction:</b> | English(1) - French (1)  |
| <b>Target No. :</b>             | 40   |

## African Union Terminology

|                                 |   |
|---------------------------------|---|
| <b>Objective :</b>              | To equip participants with skills and knowledge on how to align documents, extract terms and classify them before submission to terminology validation Staff in the translation and interpretation  |
| <b>Target :</b>                 | Staff who are aligning the terminology and who are approving the terms are expected to take the training  |
| <b>Mode of Application :</b>    | By invitation   |
| <b>Expected results :</b>       | Participants will gain an understanding of the science of terminology and will be able to source the terms from various documents, compile them, enter them into the computer, identify their meanings, classify, and make them available for public usage and it will also assist the DCMP newly coming translators and interpreters to generate standardised outputs both in translation and interpretation |
| <b>Total No of Sessions :</b>   | 2   |
| <b>Duration :</b>               | 3 days  |
| <b>Delivery Method :</b>        | Face to Face; personalized coaching and feedback  |
| <b>Language of Instruction:</b> | English   |
| <b>Target No. :</b>             | Tbd   |

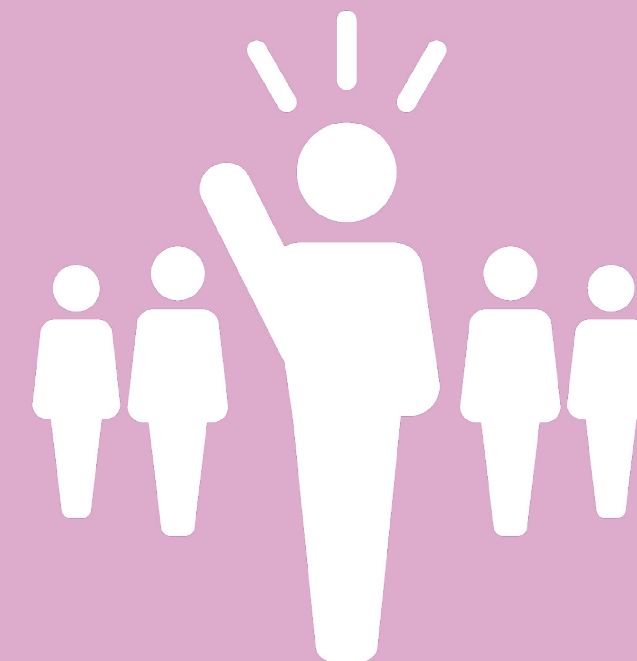
## Negotiation Mediation and Leadership

|                                 |   |
|---------------------------------|---|
| <b>Objective :</b>              | “To instill and cultivate the right leadership competencies including balanced analytical and interpersonal skills, creative problem solving skill decision making and savvy negotiation skills required to lead an organization of the caliber of the African Union. |
| <b>Target :</b>                 | Directors, Heads of Divisions, Heads of Missions, Senior Officers   |
| <b>Expected results :</b>       | Participants will be able to achieve AU goals and priorities with effective leadership and decision making skills   |
| <b>Total No of Sessions :</b>   | 1   |
| <b>Duration :</b>               | 3 days  |
| <b>Delivery Method :</b>        | Face to Face; Instructor-led; and customized according to the needs; Case studies; Group discussions.   |
| <b>Language of Instruction:</b> | French  |
| <b>Target No. :</b>             | 25  |

## Public speaking

|                                 |   |
|---------------------------------|---|
| <b>Objective :</b>              | To improve public speaking capacity of key communication staff, diplomats and senior staff-members (voice, tone, body language, rythm, actication of speech...) |
| <b>Target :</b>                 | 2 distinct sessions:<br>-Staff members at P5 Level and above, Directors, Heads of Divisions, and Head of Mission.<br>-any staff with a key communication role”  |
| <b>Expected results :</b>       | Participants will be able to better communicate on AUC activities and therefore improve the general public’s understanding of the organisation                  |
| <b>Total No of Sessions :</b>   | 2   |
| <b>Duration :</b>               | 2 days  |
| <b>Delivery Method :</b>        | 1st part: instructor led<br>2nd part: one to one; personalized”   |
| <b>Language of Instruction:</b> | French  |
| <b>Target No. :</b>             | 25  |





## Leadership for Performance Management

- Leadership Skills for Performance Management ( Supervisory level, Middle Management and Senior Leadership)
- Leadership Development Training for Women Managers
- Leadership skills Part B



## Leadership Skills for Performance Management

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | To instill and cultivate the right leadership competencies including balanced analytical and interpersonal skills, creative problem solving skill decision making and savvy negotiation skills required to lead an organization of the caliber of the African Union. |
| <b>Target :</b>                 | Directors, Heads of Divisions/Units, Heads of Missions, Senior Officers  |
| <b>Mode of Application :</b>    | By invitation mandatory to all staff at supervisory level ( Supervisory level, Middle Management and Senior Leadership)  |
| <b>Expected results :</b>       | Participants will be able to achieve AU goals and priorities with effective leadership and decision making skills  |
| <b>Total No of Sessions :</b>   | 3  |
| <b>Duration :</b>               | 3 days   |
| <b>Delivery Method :</b>        | Instructor led, presentations (individual and group), hand outs  |
| <b>Language of Instruction:</b> | English  |
| <b>Target No. :</b>             | 60   |

## Leadership Development for Women Managers

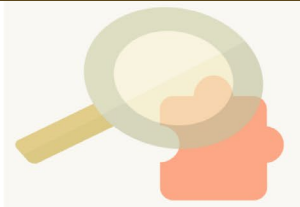
|                                 |   |
|---------------------------------|---|
| <b>Objective :</b>              | The course aims at enabling women in leadership positions to strategically use their strengths and abilities— their competitive edge—while mastering their emotions in even the most unwelcoming atmosphere. They will learn how to build a network of support, take smart risks and discover how to conduct themselves in a manner that earns them respect, and pursue goals with positive energy. |
| <b>Target :</b>                 | Women Policy Officers, Senior officers  |
| <b>Mode of Application :</b>    | Open to all Women Managers (P2 and Above)   |
| <b>Expected results :</b>       | At the end of the course participants will be able to strategically use their strengths and abilities to achieve their personal and professional goals, develop a network of support and take smart risks.  |
| <b>Total No of Sessions :</b>   | 2   |
| <b>Duration :</b>               | 5 days  |
| <b>Delivery Method :</b>        | Instructor led, presentations (individual and group), hand outs   |
| <b>Language of Instruction:</b> | English - French  |
| <b>Target No. :</b>             | 40  |



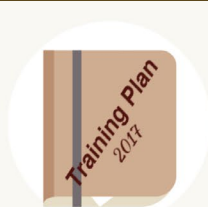
## Transforming Leadership Seminar for Senior Staff

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | This course is a continuation of the series of seminars which are aimed at cultivating the right leadership competencies including balanced analytical and interpersonal skills, creative problem solving skill decision making and savvy negotiation skills required to lead an organizations such as the African Union |
| <b>Target :</b>                 | Participants who attended part A of the Seminar.   |
| <b>Mode of Application :</b>    | Closed (Part A of this course was delivered in 2016. The same participants will be attending this course)  |
| <b>Expected results :</b>       | Participants will portray effective visionary and strategic leadership skills in achieving the AU objectives.  |
| <b>Total No of Sessions :</b>   | 1  |
| <b>Duration :</b>               | 3days  |
| <b>Delivery Method :</b>        | Instructor led, presentations (individual and group), hand outs  |
| <b>Language of Instruction:</b> | English  |
| <b>Target No. :</b>             | 25   |

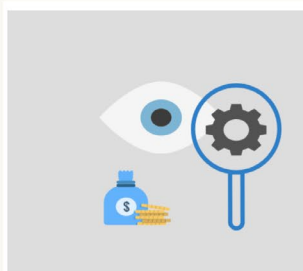
# What Learning & Development is all about



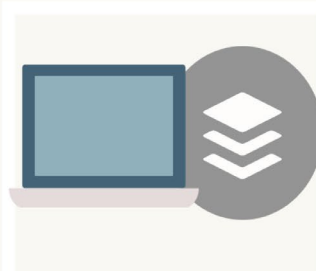
Advise, collect and analyze all training needs in collaboration with HRBPs



Build the AU training plan and catalogue.



Align the AU training plan with management strategy and budget



Implement trainings and maintain employee training database



Design and deliver internal trainings



Evaluate training and estimate the R.O.I



Participate in the Succession planning strategy with Talent Management Unit



## Managing Strategically

- Strategic Planning
- Project Planning and Development
- Project Management Foundation
- AU Balance Scorecard
- Project Management for Donor Funded Projects



## Strategic Planning

|                                 |   |
|---------------------------------|---|
| <b>Objective :</b>              | The training will focus on how an organization can move from present to desired future and ‘how’ to get there by providing skills and knowledge on strategic planning process with helpful tools, techniques and ideas for every stage to enhance your strategic thinking skills through the use of Balance scorecard.  |
| <b>Target :</b>                 | Departmental Planners, Managers and supervisors who want to expand their Strategic Planning skills and management perspective   |
| <b>Mode of Application :</b>    | By Invitation only  |
| <b>Expected results :</b>       | Participants will be able to understand the importance of clear vision, mission and values statements and how to use them to enhance individual and organizational performance and deliver strategic objectives thorough the use of strategic planning tools to develop strategic options for individuals and teams/departments as they feed into the corporate goals |
| <b>Total No of Sessions :</b>   | 1   |
| <b>Duration :</b>               | 5   |
| <b>Delivery Method :</b>        | Face to Face; Instructor-led; case studies; Group discussions.  |
| <b>Language of Instruction:</b> | English   |
| <b>Target No. :</b>             | 30  |

## Project Management Foundation

|                               |   |
|-------------------------------|---|
| <b>Objective :</b>            | As an introductory course, the training will provide a foundation of Project Management concepts and methodologies                                |
| <b>Target :</b>               | Project associates from various team/departments  |
| <b>Mode of Application :</b>  | Open Application  |
| <b>Expected results :</b>     | Participants will improve their knowledge of project management methodologies and enhance their skills to make difference as part of project team |
| <b>Total No of Sessions :</b> | 1   |
| <b>Duration :</b>             | 5   |
| <b>Delivery Method :</b>      | Face to Face; Instructor-led; Case studies; Group discussions.  |
| <b>Mode of Instruction :</b>  | English   |
| <b>Target No. :</b>           | 20  |

## Project Planning and Development

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | To provide participants capacity and understanding in the areas of Project Design and Management   |
| <b>Target :</b>                 | Senior Officers, Policy Officers, Planning and Budgeting Officers, Technical Assistants and also relevant stakeholders involved in project design and implementation of projects and programmes. |
| <b>Mode of Application :</b>    | Open Application   |
| <b>Expected results :</b>       | Participants should have a basic knowledge of project cycle management and must be involved in an on-going project or at least actively preparing for one.                                       |
| <b>Total No of Sessions :</b>   | 2  |
| <b>Duration :</b>               | 5  |
| <b>Delivery Method :</b>        | Face to Face; Instructor-led; Case studies; Group discussions.   |
| <b>Language of Instruction:</b> | English  |
| <b>Target No. :</b>             | 30   |

## AU Balance Scorecard

|                                 |   |
|---------------------------------|---|
| <b>Objective :</b>              | To equip participants with skills and tools in managing performance within African Union context with focus on how to develop goals, outcomes and the practices of monitoring and evaluation to effectively assess the progress of their projects.                        |
| <b>Target :</b>                 | All staff at supervisory category.  |
| <b>Mode of Application :</b>    | Open application (Mandatory for all staff at Supervisory level)   |
| <b>Expected results :</b>       | Participants will have knowledge and skills in translating the AUC strategic goals into a set of performance objectives which are measured and monitored to achieve the Agenda 2063.<br>They will also have a clear understanding of monitoring and evaluation frameworks |
| <b>Total No of Sessions :</b>   | 4   |
| <b>Duration :</b>               | 5   |
| <b>Delivery Method :</b>        | Face to Face; Instructor-led; Case studies; Group discussions.  |
| <b>Language of Instruction:</b> | English   |
| <b>Target No. :</b>             | 100   |

# Project Management for Donor Funded Projects

|                                 |   |
|---------------------------------|---|
| <b>Objective :</b>              | To review themes of project life cycle management and better understand donors expectations                           |
| <b>Target :</b>                 | AUC Managers and supervisors of departments as well as key staffmember that deal directly with donors funded projects |
| <b>Expected results :</b>       | Enhance the practice of skills and techniques for managing projects and dealing with donors effectively.              |
| <b>Total No of Sessions :</b>   | 1   |
| <b>Duration :</b>               | 3   |
| <b>Delivery Method :</b>        | Face to Face; Instructor-led; and customized according to the needs; Case studies; Group discussions.                 |
| <b>Language of Instruction:</b> | French  |
| <b>Target No. :</b>             | 25  |



## Diplomatic Etiquette and Protocol

- Diplomatic Protocol and Etiquette
- Diplomacy and Negotiation Skills

## Diplomatic Protocol and Etiquette

|                          |  |
|--------------------------|--|
| Objective :              | This course will introduce participants to the ceremonial aspects of protocol procedures, etiquette, rules of courtesousness in society, and respect for precedence. It would also enable participants to master the basics of etiquette and acquire a better understanding of multi-cultural manners. |
| Target :                 | Protocol Staff, Security Staff, Senior Officers, Policy Officers, Technical Advisers within the Bureau of the Chairperson and Deputy Chairperson.  |
| Mode of Application :    | By Invitation (Mandatory for all Protocol and Security staff)  |
| Expected results :       | Participants will be able to present themselves and their organization with confidence, using appropriate protocol in different contexts.  |
| Total No of Sessions :   | 2  |
| Duration :               | 3  |
| Delivery Method :        | Face to Face; Instructor-led; Group discussions, individual presentations.   |
| Language of Instruction: | English and French   |
| Target No. :             | 40   |

## Diplomacy and Negotiation Skills

|                          |   |
|--------------------------|---|
| Objective :              | To introduce participants to the strategies and tactics required to engage in constructive round table discussions and reach decisions.                         |
| Target :                 | Senior Policy Officers, Policy Officers in all departments, Advisors within the Bureau of the Chairperson and Deputy Chairperson.                               |
| Mode of Application :    | Open Application  |
| Expected results :       | Participants will be better equipped to plan for and conduct their future “real-world” meetings, with enhanced negotiating skills and improved self-confidence. |
| Total No of Sessions :   | 2   |
| Duration :               | 3   |
| Delivery Method :        | Face to Face; Instructor-led; group discussions, individual presentations.  |
| Language of Instruction: | English and French  |
| Target No. :             | 40  |



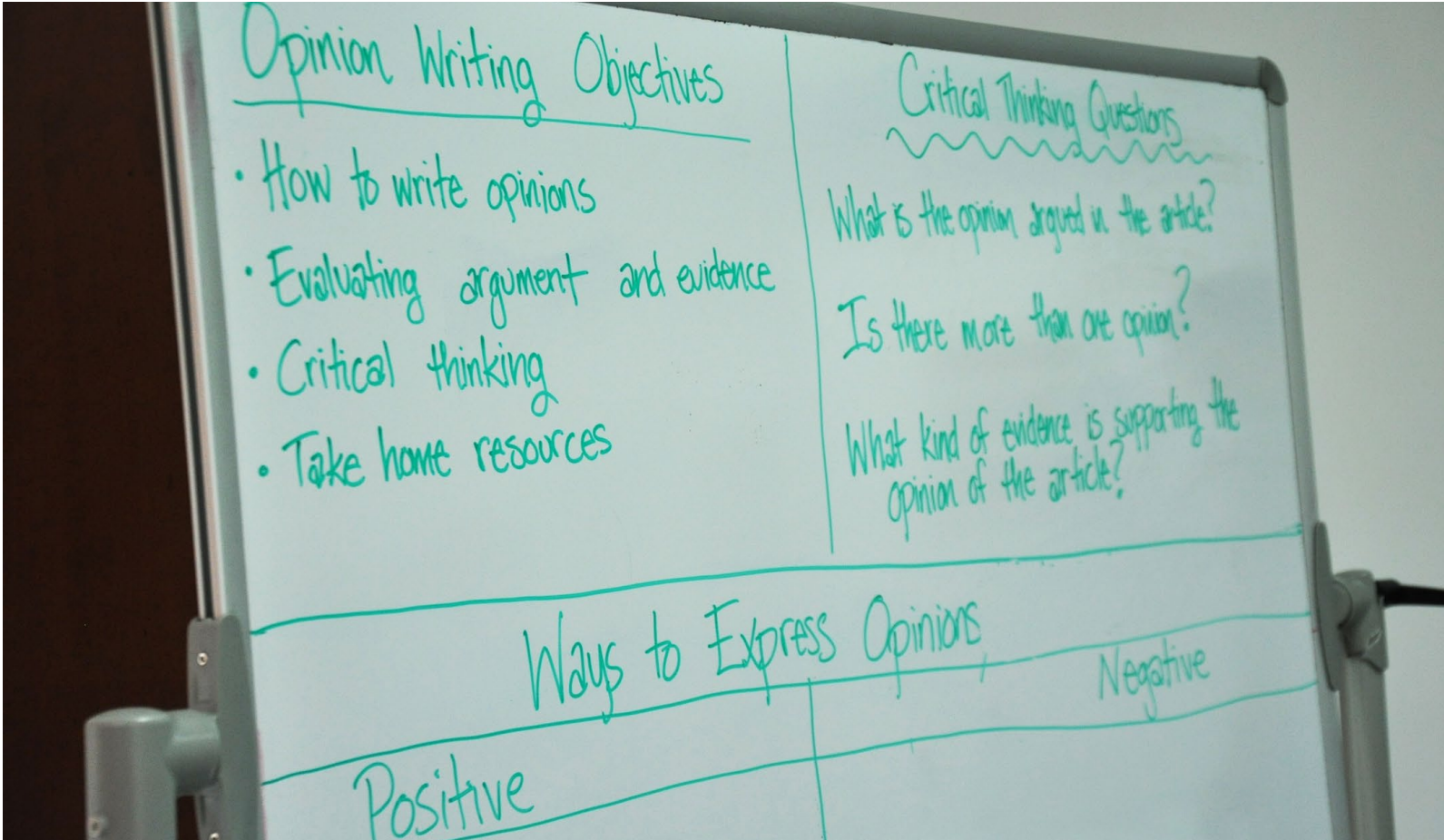
## Risk Management

- Internal Organization Risk Management
- Fraud Awareness, Risks and Controls
- Ethics and Code of Conduct



Internal Organization Risk Management

|                          |   |
|--------------------------|---|
| Objective :              | The overall aim of this course is to enable participants to plan, manage and control project risks.   |
| Target :                 | Project risk managers, risk owners, project managers, members of project offices, project sponsors, functional managers, senior management and individuals interested in project risk management. |
| Mode of Application :    | By invitation only  |
| Expected results :       | Participants will be able to plan, identify, assess, monitor and review risks and evaluate responses.   |
| Total No of Sessions :   | 2   |
| Duration :               | 5   |
| Delivery Method :        | Face to Face; Instructor-led; Case studies; Group discussions.  |
| Language of Instruction: | English   |
| Target No. :             | 40  |



Fraud Awareness, Risks and Controls

|                          |   |
|--------------------------|---|
| Objective :              | To provide staff with information on why and how fraud occurs and the necessary steps required in the detection and prevention of fraud. This course will also enable participants to develop a fraud risk management program for AUC.                                    |
| Target :                 | Internal auditors, internal controls officers, Financial auditors, Compliance, finance and operations professionals who are seeking to understand more about fraud, warning signs of fraud, fraud prevention and detection, as well as learn about fraud risk management. |
| Mode of Application :    | Open Application  |
| Expected results :       | Participants will acquire a better understanding of fraud prevention and detection, learn to incorporate internal controls and fraud detection methods into routine audit activities.   |
| Total No of Sessions :   | 2   |
| Duration :               | 3   |
| Delivery Method :        | Face to Face; Instructor-led; Case studies; Group discussions   |
| Language of Instruction: | English, French   |
| Target No. :             | 40  |

Ethics and Code of Conduct

|                          |   |
|--------------------------|---|
| Objective :              | To improve employee awareness on the AU Ethics and code of conduct policy.  |
| Target :                 | All staff to be invited   |
| Mode of Application :    | Mandatory for all staff   |
| Expected results :       | Staff will acquire knowledge of Ethics Standards, policies, procedures, compliance as well as ethics program administration |
| Total No of Sessions :   | TBD   |
| Duration :               | Monthly (one per month)   |
| Delivery Method :        | Face to Face; Instructor-led; Case studies; Group discussions   |
| Language of Instruction: | English, French   |
| Target No. :             | 100   |





## Computer Skills

- MS- Office Excel (2013)
- MS-Office Power Point Presentation
- AU System Tools



MS- Office Excel (2013)

|                          |   |
|--------------------------|---|
| Objective :              | To equip participants with the knowledge required to effectively use Excel in preparing reports in their day to day activities within the AU. |
| Target :                 | All AUC staff members; dependents of staff members; AUC Embassy partners and Organizations  |
| Mode of Application :    | Open  |
| Expected results :       | Staff who are proficient in excel and are able to confidently create charts, spreadsheets.  |
| Total No of Sessions :   | Twice (2) every week  |
| Duration :               | Yearly courses  |
| Delivery Method :        | Face to Face; Instructor-led; and exercises, personalized coaching and feedback   |
| Language of Instruction: | English   |
| Target No. :             | 40  |

MS-Office Power Point Presentation

|                          |   |
|--------------------------|---|
| Objective :              | To equip participants with the knowledge required to effectively use Power point such as how to add animations, prepare clear and concise slides. |
| Target :                 | All AUC staff members; dependents of staff members; AUC Embassy partners and Organizations  |
| Mode of Application :    | Open  |
| Expected results :       | Staff who are proficient in Power point and are able to prepare clear, concise and detailed presentations.  |
| Total No of Sessions :   | Twice (2) every week  |
| Duration :               | Yearly courses  |
| Delivery Method :        | Face to Face; Instructor-led; and exercises, personalized coaching and feedback   |
| Language of Instruction: | English   |
| Target No. :             | 40  |

AU System Tools

|                          |  |
|--------------------------|--|
| Objective :              | To familiarize staff with AU systems namely HR Help desk, SAP, AUREMS                                |
| Target :                 | All AUC staff  |
| Mode of Application :    | Open   |
| Expected results :       | Staff who are proficient in use of AU system tools and improved efficiency in processing of requests |
| Total No of Sessions :   | TBD  |
| Duration :               | Yearly   |
| Delivery Method :        | Face to Face; Instructor-led; and exercises, personalized coaching and feedback                      |
| Language of Instruction: | English  |
| Target No. :             | TBD  |



Language Classes

- English
- French
- Spanish
- Amharic For Communication
- Portuguese
- Arabic



## English

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | To improve the proficiency of participants in English language in order to enable them express themselves with clarity and confidence in their day to day work within the African Union. |
| <b>Target :</b>                 | All AUC staff member; staff members' dependents; AUC Embassy partners and Organizations.   |
| <b>Expected results :</b>       | Participants will develop proficiency in English   |
| <b>Total No of Sessions :</b>   | One (1) every week   |
| <b>Duration :</b>               | Yearly course  |
| <b>Delivery Method :</b>        | Face to Face; Instructor-led;  |
| <b>Language of Instruction:</b> | English  |
| <b>Target No. :</b>             | Tbd  |

## Spanish

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | To improve the proficiency of participants in the Spanish Language.                      |
| <b>Target :</b>                 | All AUC staff member; staff members' dependents; AUC Embassy partners and Organizations. |
| <b>Expected results :</b>       | Participants will develop proficiency in Spanish   |
| <b>Total No of Sessions :</b>   | One (1) every week   |
| <b>Duration :</b>               | Yearly course  |
| <b>Delivery Method :</b>        | Face to Face; Instructor-led;  |
| <b>Language of Instruction:</b> | English  |
| <b>Target No. :</b>             | 50   |

## French

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | To improve the proficiency of participants in French in order to enable them express themselves with clarity and confidence in their day to day work within the African Union. |
| <b>Target :</b>                 | All AUC staff member; staff members' dependents; AUC Embassy partners and Organizations.   |
| <b>Expected results :</b>       | Participants will develop proficiency in French  |
| <b>Total No of Sessions :</b>   | One (1) every week   |
| <b>Duration :</b>               | Yearly course  |
| <b>Delivery Method :</b>        | Face to Face; Instructor-led;  |
| <b>Language of Instruction:</b> | English  |
| <b>Target No. :</b>             | TBD  |

## Amharic For Communication

|                                 |  |
|---------------------------------|--|
| <b>Objective :</b>              | To improve the proficiency of staff in Amharic so that they can communicate with ease    |
| <b>Target :</b>                 | All AUC staff member; staff members' dependents; AUC Embassy partners and Organizations. |
| <b>Expected results :</b>       | Participants will develop basic Amharic proficiency for basic communication              |
| <b>Total No of Sessions :</b>   | One (1) every week   |
| <b>Duration :</b>               | Yearly course  |
| <b>Delivery Method :</b>        | Face to Face; Instructor-led; and customized according to the needs                      |
| <b>Language of Instruction:</b> | Amharic  |
| <b>Target No. :</b>             | TBD  |

Portuguese

|                          |  |
|--------------------------|--|
| Objective :              | To improve the proficiency of participants in the Portuguese Language                    |
| Target :                 | All AUC staff member; staff members’ dependents; AUC Embassy partners and Organizations. |
| Expected results :       | Participants will develop basic Portuguese proficiency for basic communication           |
| Total No of Sessions :   | One (1) every week   |
| Duration :               | Yearly course  |
| Delivery Method :        | Face to Face; Instructor-led; and customized according to the needs                      |
| Language of Instruction: | Portuguese   |
| Target No. :             | TBD  |

Arabic

|                          |  |
|--------------------------|--|
| Objective :              | To improve the proficiency of participants in the Arabic Language                        |
| Target :                 | All AUC staff member; staff members’ dependents; AUC Embassy partners and Organizations. |
| Expected results :       | Participants will develop basic Arabic proficiency for basic communication               |
| Total No of Sessions :   | One (1) every week   |
| Duration :               | Yearly course  |
| Delivery Method :        | Face to Face; Instructor-led; and customized according to the needs                      |
| Language of Instruction: | Arabic   |
| Target No. :             | TBD  |



Benefit and Wellness

# Exit planning for senior staff members

|                          |   |
|--------------------------|---|
| Objective :              | To enable the participants to construct a realistic and effective plan for their retirement having looked at retirement in all its aspects.   |
| Target :                 | All staff who have one year or less before their retirement   |
| Expected results :       | By Invitation   |
| Total No of Sessions :   | Participants will have sufficient knowledge of the issues surrounding retirement (budgeting, finances, lifestyle, investments) in order to plan their own retirement so that it will be a rewarding and fulfilling time of their lives. |
| Duration :               | Once a year - 1 Day   |
| Delivery Method :        | Face to Face; personalized coaching and feedback  |
| Language of Instruction: | English   |
| Target No. :             | Tbd   |



## Continuous Professional Development Programs (CPDP)



## Continuous Professional Development Programs (CPDP)

As part of the Continuous Professional Development Programme which will be introduced this year, the Learning and Development Unit will facilitate participation of staff in seminars, workshops and short term trainings within their specific areas of expertise. The objective of this programme is to keep staff members abreast with the latest developments and practices in their respective fields of expertise.

The following areas will be considered in 2017:

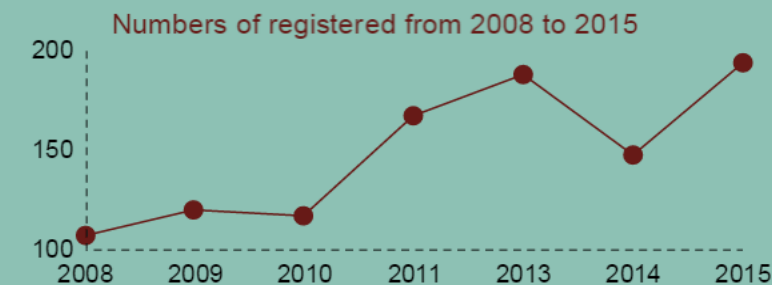
- Medical
- Audit and Finance
- Legal
- Human Resources Management
- Travel
- MIS

# Improve your French language skills !

## THEY SAY

"The course is very relevant, well organized and well taught."

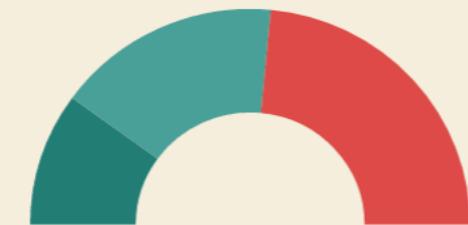
"We would like to know if we can keep our previous teacher. We have improved tremendously under his tutorship."



## BE ONE OF THEM

80% will sign up again...\*

## EVERYONE HAS A GOOD REASON



Personal interest (20.00%) Capacity building (33.00%) Professional needs (47.00%)\*

## Immersive training for two of the best learners of the year !

80% evaluate the general learning experience as GOOD to VERY GOOD\*

\* Results from the survey conducted in June 2016

## TRAINED AND QUALIFIED TEACHERS

## LEVELS



For further information, please contact.  
Aurelie Chauvet : [ChauvetA@africa-union.org](mailto:ChauvetA@africa-union.org)  
[frenchclass.AU@gmail.com](mailto:frenchclass.AU@gmail.com)

## How to Apply?

### Important:

Candidates and their supervisors should discuss and ensure that the requested course is aligned with the Department's and the candidate's development needs.

African Union Courses with Open Application:

Staff member with SAP access: For all training programs, application and approval will be via the Learning Portal in SAP ESS.

Staff members without SAP access: Endorsed Application forms must be submitted to [LearningAndDevelopment@africa-union.org](mailto:LearningAndDevelopment@africa-union.org).

All applications are subject to shortlisting process.

Acceptance and rejection of application will be duly communicated

# ANNEX



**THE AFRICAN UNION LEARNING & DEVELOPMENT TRAINING REQUEST FORM**

**(For Staff members without SAP access only)**

**PART A**

**Employee Name:** \_\_\_\_\_

**SAP Number:** \_\_\_\_\_

**Contracts:** \_\_\_\_\_ **Tel:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Duty Station:** \_\_\_\_\_

**Department:** \_\_\_\_\_

**Division:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Grade:** \_\_\_\_\_

**Date of first appointment at AUC:** \_\_\_\_\_

**Number of staff directly under your supervision:** \_\_\_\_\_

**Immediate Supervisor:** \_\_\_\_\_

**Academic Qualifications obtained:** \_\_\_\_\_

**List Trainings received since joining AUC:**

1) \_\_\_\_\_ 6) \_\_\_\_\_

2) \_\_\_\_\_ 7) \_\_\_\_\_

3) \_\_\_\_\_ 8) \_\_\_\_\_

4) \_\_\_\_\_ 9) \_\_\_\_\_

5) \_\_\_\_\_ 10) \_\_\_\_\_

**PART B**

**The training program being applied for:** \_\_\_\_\_

Dates and Duration (number of days): \_\_\_\_\_

**PART C**

Demonstrate how the training you are applying for will add value to the delivery of your current/ future duties and responsibilities:

|  |
|--|
| Brief description of duties and responsibilities of current position.  |
| Existing gap in your knowledge/skills and justification your need for the training.<br>NB: Please link your justification with your above "Description of duties and responsibilities of current position".                                      |
| Expected impact (how do you hope the training you are applying for will improve your knowledge, skills, abilities, or attributes, and how will the training add value or benefit: to you personally, to your department, and to AUC as a whole). |



### How will the impact be measured?

**Remarks by the Supervisor supporting the relevance and importance of Applicant's participation in the course under consideration:**

**Applicant's signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Supervisor's signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **Learning and Development**

P.O. Box 3243

Roosevelt Street (Old Airport Area) | W21K19

Addis Ababa, Ethiopia

Tel: (251) 11 551 77 00

Fax:(251) 11 551 78 44

[learninganddevelopment@africa-union.org](mailto:learninganddevelopment@africa-union.org)