



**UN
VOLUNTEERS**

Learning Highlights 2023

UNV Capacity Development Team

Content



Overview

Workshops

Learning
Outcomes

Other
Achievements

Outlook
2024

Overview

10,647

UN VOLUNTEERS

Participated in online
workshops



1

6,800

UN VOLUNTEERS

Enrolled in self-paced learning
activities* in 2023



3

20

UN PARTNERS

Collaborated with CDT on
key learning initiatives



5

162

WORKSHOPS

Delivered for UN Volunteers



2



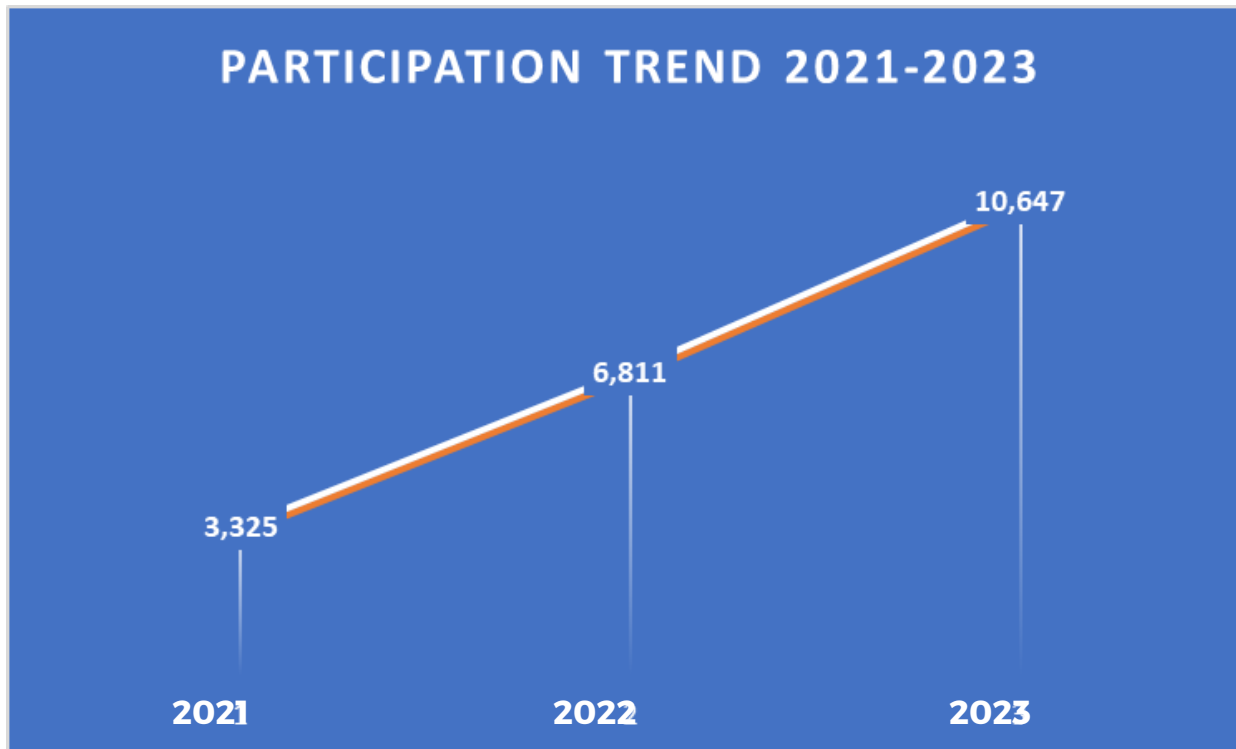
8

NEW LEARNING INITIATIVES

Were launched this year

4

Participation in live events increased by approximately **220.45%** since 2021



Workshops



56 % increase in number of participants

25 % increase in number of workshops



Online workshops

in English, French, Spanish

2022

43 Onboarding workshops

32 PSEAH workshops

20 Anti-Racism workshops

10 Youth Volunteer workshops (online and onsite)

9 Career Development workshops

12 Leadership workshops

12 Productivity workshops



6,811 participants

18 CDLF workshops

2023

44 Onboarding workshops

40 PSEAH workshops

19 Anti-Racism workshops

12 Youth Volunteer workshops (in-person)

20 Volunteer webinars

42 Leadership & Productivity workshops

4 Global DEI workshops



10,647 participants

23 CDLF workshops

Learning Outcomes: Percentage increase in knowledge and understanding

PSEAH
+ 25 %

Onboarding
+ 20 %

Anti-
Racism
+ 35 %

DE&I pilot: increase in
knowledge and awareness
by 86%

From PSEA survey: increase
in knowledge and awareness
by 98.54 %

SHIFT pilot Career Management
course: Confidence in
managing your career overall
increased by 38.6 %

Using the pre- and- post assessment method

Using the Likert scale assessment method

[To access the learning dashboard, click here](#)

Expanded delivery of 23 CDLF Workshops (29+ countries, 1,047 UN Volunteers)

ROECIS: Turkey, Regional
(Kazakhstan, Tajikistan,
Uzbekistan, Turkmenistan)

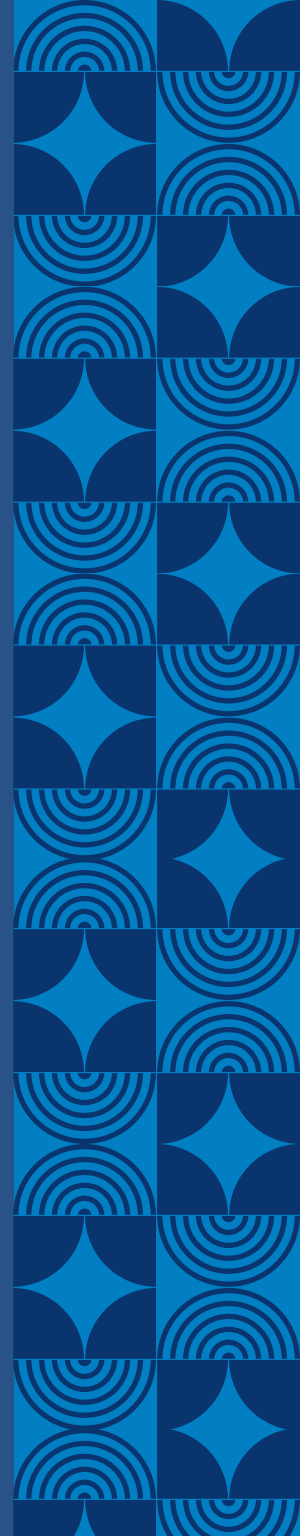
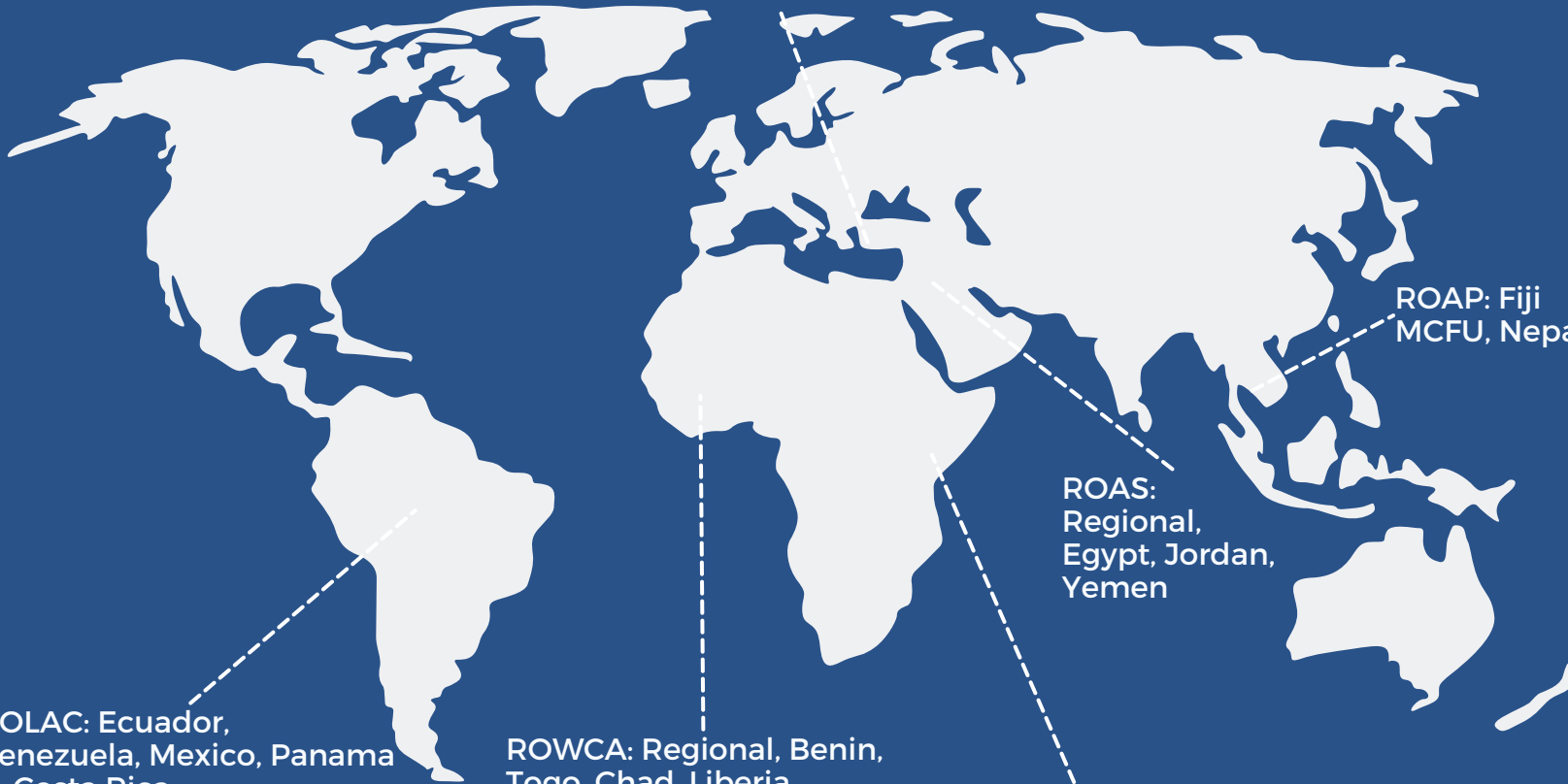
ROAP: Fiji
MCFU, Nepal

ROAS:
Regional,
Egypt, Jordan,
Yemen

ROLAC: Ecuador,
Venezuela, Mexico, Panama
& Costa Rica

ROWCA: Regional, Benin,
Togo, Chad, Liberia,
Gambia, Sao Tome &
Principe

ROESA: Regional, Uganda,
Tanzania, Malawi, South
Africa, Botswana, eSwatini,
Lesotho and Namibia



Other Achievements



Integrated UVP-eCampus and finalized audit recommendations on mandatory course completion.



Enhanced visibility of the PSEAH learning program across the UN system, collaborating with partners to co-deliver tailored workshops.



Aligned learning portfolio to address global Learning Needs Assessment, launching 130+ competency based collections for personalized learning.



Delivered local and Global Diversity, Equity, & Inclusion learning programmes, ensuring content alignment with UN and global standards.



Expanded delivery of CDLF and Youth Workshops, successfully piloted SHIFT (blended career management programme).



Enabled accessibility of learning programmes for UN Volunteers with disabilities.



Facilitated regional access to the Onboarding Portal and e-courses by translating into French, Spanish, Portuguese, and Ukrainian.



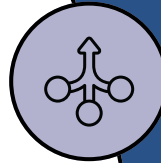
Introduced new communication materials promoting learning as a UNV Core Value Proposition, shared with both internal and external stakeholders.

2024 FOCUS AREAS



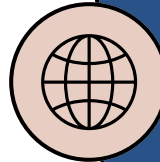
eCampus Optimization

through implementation of learning functionalities, process automation and AI integration



Simplification

of CDLF workflow, learning-related SOPs and enrollment for live events



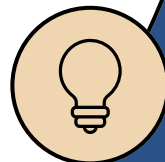
Alignment

of UN Partner Toolkit, SHIFT and EDGE* to address in-time learning needs of partners & volunteers



Personalization

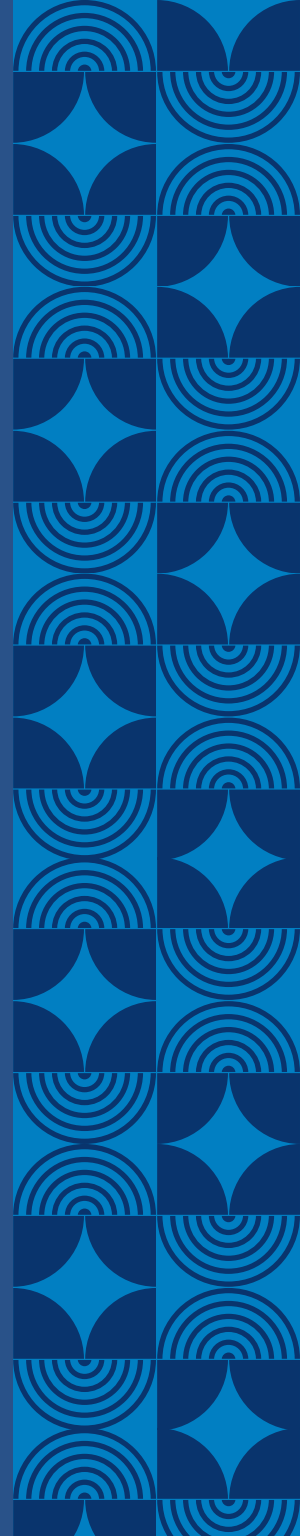
of learning path by UN Volunteer categories to meet evolving needs



Implementation

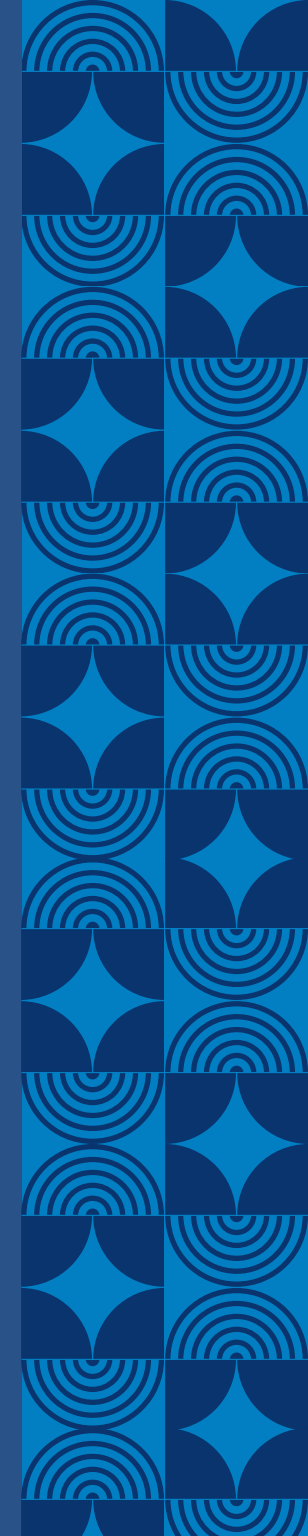
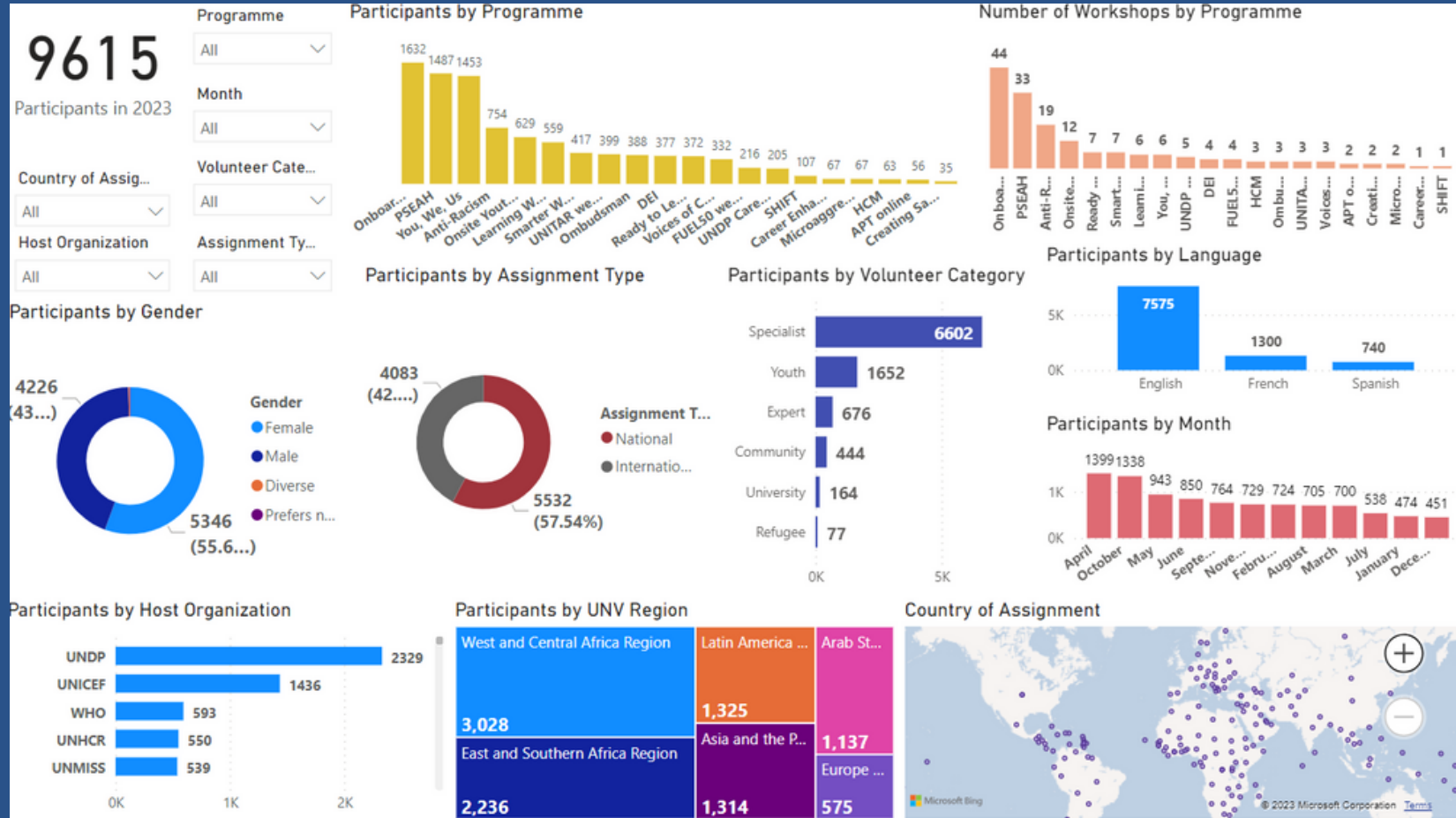
of learning strategy and evaluation across all initiatives

Annexes



2023 Statistics I (excluding CDLF)

Snapshot of our Volunteer Learning Dashboard



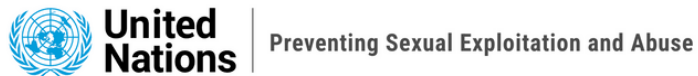
Partnerships in 2023



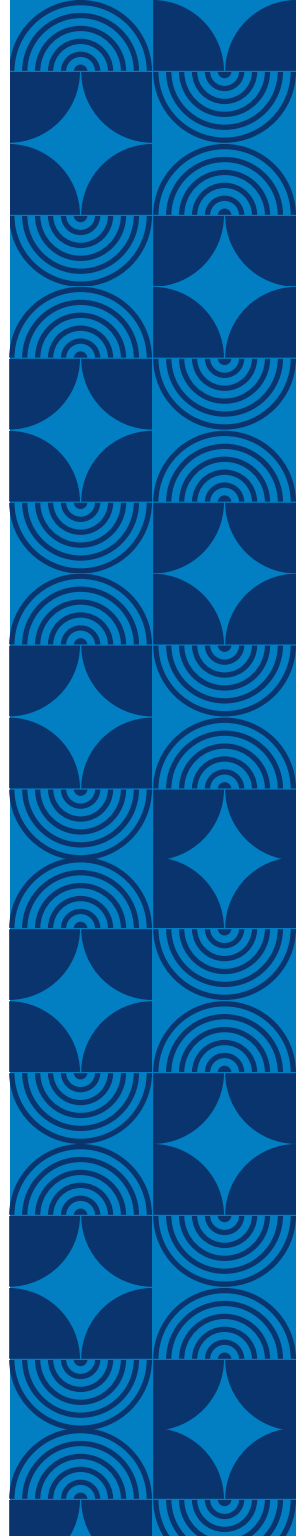
Office of the Ombudsman
for United Nations Funds and Programmes
- Working together to find solutions -



CDLF in
Venezuela,
Mexico, and
Colombia



Additionally: UNHCR, UN Women, UNOG, OSCSEA.





**Thank YOU for elevating learning to new heights in 2023!
Together let's soar even higher in 2024!**



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