Handbook: UNV Communities Programme Guidelines

Scope and purpose

Communities of Practice (CoPs) are UNV's peer spaces where you learn with others, solve real work challenges, and share what works. The programme is open to all volunteers and staff who want to contribute, grow, and build supportive networks. This handbook shows you how to enroll, engage safely, and turn conversations into visible value for you and your community.

- You join to exchange practical know-how, build relationships, and improve results.
- You commit to respectful conduct, inclusion, and confidentiality where required.
- You use this guide before posting so you start strong and stay safe.

Content

This handbook helps you understand how CoPs work and how they support your learning and impact. Use the sections below to find what you need quickly.

- What a CoP is and why it matters.
- Conduct and safety you must follow.
- How to enrol and start engaging.
- Roles and responsibilities.
- How to start (and close) a CoP.
- Posting rules, confidentiality, IP, and knowledge products.
- Participation rhythm, meetings, and value tracking.
- Reporting and escalation when things go wrong.
- Support and Next Steps.

What is a CoP?

A CoP is a focused professional community where members tackle shared challenges, trade lessons learned, and speed up solutions across the United Nations. Everyone can contribute, whether you are a seasoned volunteer or a new comer.

- You collaborate through posts, short resources, and periodic calls.
- You focus discussions on real tasks, not general chat.
- You make advice useful by adding a reason, resource, or link.
- You credit sources and avoid unverified claims.

Note: While most CoPs are open to all, some maybe by invitation only.

Must-know first

CoP conduct mirrors workplace conduct. You keep people safe and uphold UN values each time you post.

- You act with integrity, respect, and impartiality always.
- You never harass, bully, discriminate, or share harmful content.
- You do not post confidential documents, information or personal data without permission.
- You critique ideas, not people, and you keep a professional tone.
- Moderators may remove content and restrict access for violations.

Enrolment and Engagement

A simple start helps you get value fast while learning the community's norms.

- You find the right CoP on eCampus
  https://learning.unv.org/local/unvconnect/unvcommunities/
- You join by clicking on the "Join Button"
- You post a short introduction: your role, what you seek, and what you can offer.
- You join welcome calls or monthly meetings when offered.

Roles and responsibilities

Clear role definition is essential for a CoP's success. It helps keep members engaged and conversations useful and safe.

- **Member:**

  - **Engagement:** Ask focused questions, share lessons learned, and cite credible sources.
  - **Conduct:** Adhere to community guidelines and contribute constructively.
  - **Learning:** Participate in knowledge exchange and apply insights to practice.
- **Moderator/Facilitator:**

  - **Onboarding**: Welcome new members and orient them to the CoP's purpose.
  - **Engagement**: Motivate participation, organize discussions, and curate summaries.
  - **Governance**: Enforce conduct rules and ensure inclusive dialogue.
  - **Operations**: Coordinate meetings and manage digital space.
- **Sponsor/Lead:** You align the CoP with organizational needs and remove barriers.

  - **Strategic Alignment**: Ensure the CoP supports organizational priorities.

o **Barrier Removal**: Address resource gaps, policy constraints, and technical issues.
o **Advocacy**: Promote the CoP within leadership and secure long-term support.

Posting, confidentiality, & knowledge products

Clear, safe posting makes threads reusable; small summaries turn chats into assets. Here are some suggestions:

- You post work-related or CoP specific questions with one clear ask in the title.
- You share (or ask for) content you own or are allowed to share, and you credit sources.
- You do not spam, self-promote, or misuse @mentions.
- You do not share your or others' personal identifying information including address, workplace details, travel, photos, etc. without written consent.

Participation rhythm, meetings, & knowledge products

Small, regular actions compound; a simple pace keeps you engaged without overload.

- You check in for 10–15 minutes twice a week and post or reply at least monthly.
- You join key calls prepared with one question and one insight to share.
- You track what you learn and share highlights with your team.
- You set one quarterly goal (e.g., answer three domain questions; publish one lessons learned note).
- You close solved threads with a three-line summary and links ("What we decided/learned, next step").
- You curate monthly "best of" notes per theme for reuse, or publish a report with key outcomes and metrics.

Reporting

When something goes wrong, you act quickly and discreetly so people stay safe.

- You use formal eCampus helpdesk for serious issues (e.g., bullying, security, Phishing, inappropriate content).
- Your report is handled confidentially, and retaliation is not tolerated.
- You keep evidence (screenshots, links, dates) to support the review.
- Contact PSEAH/misconduct mailbox via misconduct@undp.org

Reach out when you need support:

- For **content-related or thematic questions**, message your CoP sponsor or moderator via eCampus Chat.
- For **technical help or enrolment issues**, contact the UNV Capacity Development Team through the eCampus helpdesk.

Every question you ask, insight you share, or resource you post helps others and strengthens the community. CoPs thrive when members show up, speak up, and support each other.

Let's build something meaningful together. Your voice matters. Your experience counts. Your growth starts now.

UNV Capacity Development Team