

THE Transformation AGENDA

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This issue of the Transformation Agenda Newsletter highlights some of the ongoing activities across the Region to make WHO/FRO the Organization that stakeholders and staff want.

IMPROVING THE WCO WORK IN ETHIOPIA - STAFF RETREAT

The WHO Country Office in Ethiopia held a staff retreat from July 15-18, 2015 during which they discussed a range of issues including the Transformation Agenda. The table below highlights some of the proposed actions to be implemented in line with the Transformation Agenda

Four Transformation focus areas	What should be done to improve by January 2017
Pro-Result Values- Expected to demonstrate Excellence, teamwork, accountability, integrity, equity, innovation and openness (PRV)	<ul style="list-style-type: none"> • Extend to other key programmes Joint program review with government and partner (based on MCH/EPI joint Review best practice) • Recognition of best performing staff at country level (WESA) • Strengthening inter cluster collaboration (review of the country office organigram and working organization) • Strengthen staff development • Promotion of WHO values and code of conduct • Management based on rules & regulations of the organizations and core functions (Compliance to WHO policy and system) • Establish a committee for health, safety and wellbeing in the working environment • Prioritize and formulate annual staff development plan and implementation • Strengthen Ombudsteam through orientation by HQ/ AFRO (planned in August 2015)
SMART Technical Support (STS)	<ul style="list-style-type: none"> • Accelerate Multitasking- Disease surveillance Officers (DSO) - Efficient use of existing staff • Focus on strategic support in line with WHO core function • Strengthen Knowledge management unit at WCO • Strengthen inter-cluster collaboration to address cross- cutting issues like HSS, gender, Human rights and Health promotion, etc
Responsive Strategic Operations (RSO)	<ul style="list-style-type: none"> • Review emergency Operation capacity • Review of Delegation of authority • Improve resource management (fund disbursement) • Improve staff compliance to the WHO rules & regulations • Strengthen engagement of implementing partners (Professional and other associations) • Aligning resources with country priorities taking advantage of CCS development • Clarity of roles and responsibilities as well as job expectations of each staff
Effective Communications & Partnership (ECP)	<ul style="list-style-type: none"> • Communication framework as part of new CCS • Support the development of AFRO Communication hub in Addis Ababa

WHO COUNTRY OFFICE ZAMBIA STAFF RETREAT 2015

WHO Country Office Zambia staff retreat 2015

WHO Country Office (WCO) Zambia held its staff retreat from 5 to 7 August 2015. The main objective of the retreat was to renew and refresh the WCO's spirit in its desire to accomplish its mission in Zambia within the 'transformation agenda framework'

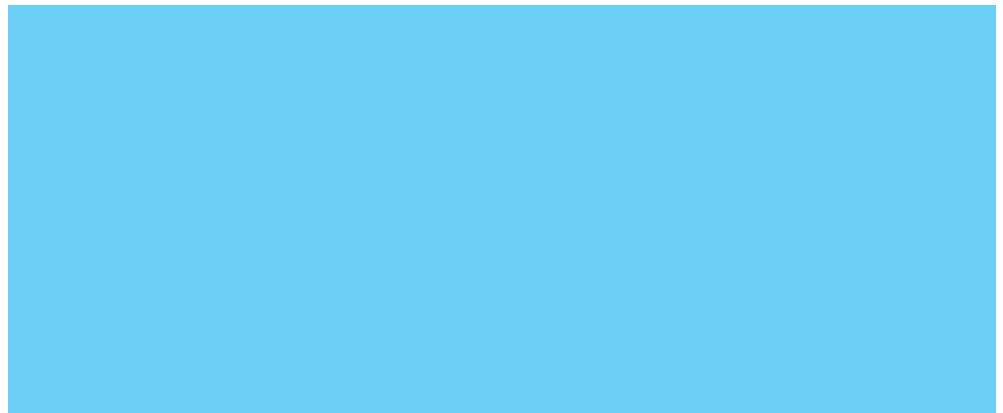
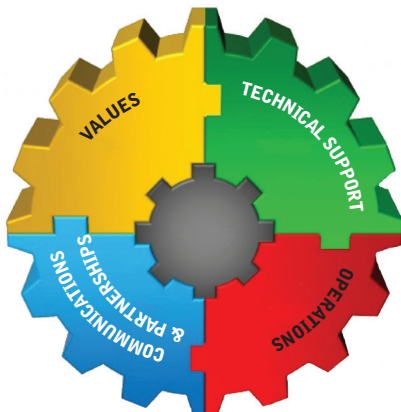
In his remarks, the Special guest of Honour, Dr Rufaro Chatora, (WR Tanzania), emphasized that the success of the Transformation Agenda relies on positive change at individual and organizational level; focus on result oriented activities; documentation and publication of our work and achievements; good team spirit and coordination among all staff; and lastly but not the least, ensure accountability to the governing body and

Member States. To achieve this success, "there is always room for improvement."



The Zambia WHO Country Office (WCO) held a staff retreat from 5 to 7 August 2015.

Speaking at the retreat, Dr Jacob Mufunda, WR Zambia, highlighted the four strategic focus areas linked to the WHO Reform outcomes. The strategic areas are: Pro-results Values; Smart Technical Focus; Responsive Strategic Operations and Strengthened Communication and Partnerships.



WORKSHOP ENDS WITH COMMITMENT TO IMPROVE ACCOUNTABILITY AND TRANSPARENCY

Workshop ends with commitment to improve accountability and transparency

A five-day workshop was held in Brazzaville, Congo to agree on a set of Key Performance Indicators (KPIs) for Country Offices and Budget Centres to measure progress towards attaining the Organization's general management goals. The event was attended by Administrative, Operations, and Procurement officers from the WHO African Region.

At the opening session, Dr Moeti underscored the need for the Organization's support functions to operate efficiently and effectively, to have the full trust of partners, and support AFRO's goals of providing every child, woman and man with the best chance to lead a healthier, longer life.

She pointed out that Member States have highlighted the need to improve in the areas of accountability and internal control. "The organization of this workshop is one of the first steps in response to the demands of our Member States to make this change and enhance performance", she stressed.

Dr Moeti also drew attention to the Pro-results Values of excellence, team work, accountability, integrity, equity, innovation and openness as well as

the Responsive Strategic Operations which are key elements in the Transformation Agenda.

She noted that the Organization has developed tools to help effectively monitor the performance of Budget Centres. "I ask that you take responsibility for actively using these tools to your maximum advantage, in order to regularly review the statistics and to monitor the performance of your Budget Centre and implement measures to improve performance", she said.



ONLINE SUGGESTION BOX

An Online Suggestion Box has been created to facilitate a more responsive and interactive Organization internally among staff.

The box allows staff to share ideas and suggestions in order to make adjustments and improvements on a range of issues relating to the work of the Organization.

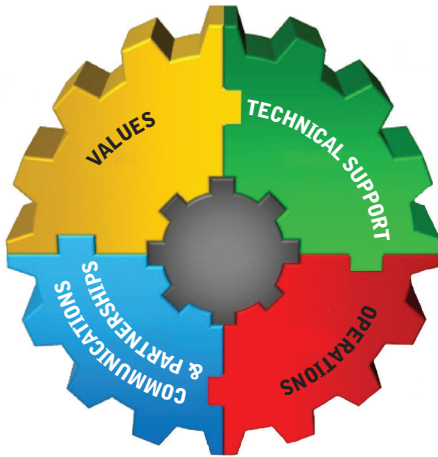
To access the online suggestion box kindly visit the link below.

<http://com.afro.who.int/suggestions/>



FUNCTIONAL REVIEW OF THE WHO SECRETARIAT IN THE AFRICAN REGION

4 transformation focus areas



As the Organization strives to execute the Transformation Agenda, a consultancy firm, Dalberg Global Development Advisors has been recruited to conduct a functional review of the WHO Secretariat in the African Region. Dalberg has worked with peer institutions such as the African Development Bank and UNICEF.

Dalberg's remit is twofold: **firstly**, they will evaluate and make recommendations for improving the efficiency of key business processes in four strategic

areas namely: human resources, finance, procurement and facilities management. They will propose new and effective ways for all of us to work, enabling focus on our core programmatic work.

Secondly, they will advise on taking the restructuring of WHO AFRO forward, starting with Regional Office then ISTs. During this phase, Dalberg will validate the functional alignment of skills for the overall regional organization. The aim is an agile and mobile organization responsive to the most pressing health challenges in Africa, and in which our staff can realize their career potential in a culture based on competency, cooperation, and

shared responsibility for delivery.

An important first step in transformation is consultation and the Dalberg team will provide that interaction, through consultation with senior management, to request and receive valuable inputs and insights into this process in a comprehensive and confidential manner.



Dalberg is a strategic advisory firm dedicated to global development

Our mission is to mobilize effective responses to the world's most pressing issues

THE ON-GOING PERCEPTION SURVEY OF WHO IN THE AFRICAN REGION

Take the
2015 WHO
Global Perception Survey
now online

Help benchmark progress
made since the 2012 survey



The 2015 WHO Global Perception Survey is underway. An email has been sent to all staff with a link to the survey. You are kindly requested to complete the survey before 14 September 2015

Following the first global perception survey in 2012 Member States, partners, donors and staff members – said that WHO is:

- indispensable for the work it does;
- best known for its leadership on health matters; and
- highly trusted and valued for the technical information it provides.

This second survey is a key element of WHO's Communications Strategy (both internal and external) and will enable us to track progress since our last perception survey in 2012.

As an **incentive** to take part in the survey, a draw will be held for all WHO staff who participated in the on-going survey for **a chance to win one of 7 gift bags**. Names will be drawn by Grayling – the Consultancy firm carrying out the survey. The gift will be sent to the selected winners.