

UNHCR INNOVATION SERVICE

VALUE STATEMENTS

Geneva/Nairobi/Budapest
July 2018

1. Humility, Respectful: The team is composed of members who are equally valuable in the work they do in the team, and are aware there is always room to grow, so long as the criticism is shared respectfully and with the intent of improving the team's overall performance.

Questions to ask when implementing this value:

1. Am I creating an environment that fosters respect and humility between team members?
2. Are people comfortable giving constructive criticism? Are they able to give and receive constructive criticism?

2. Diversity, Inclusive, Empathetic: The team prioritizes diversity of thought and emphasizes the importance of making space for the voices of those who are often marginalized and silenced in the workplace.

Questions to ask when implementing this value:

1. Am I alienating anyone in making this decision? Whose is it? How can I include them?
2. Are all voices and opinions taken into account when making this decision?
3. Am I making space for everyone to give input?
4. Does the work we do collectively employ everyone in the team efficiently and inclusively?

3. Curiosity, Drive to learn, Common Vision: The team is curious and eager about the work that they do and the infinite possibility to grow and learn from such work, and will continuously work towards a common vision that compliments and unites each of the team members' individual visions for the team.

Questions to ask when implementing this value:

1. Is the work that we were doing feeding our passion? Is it inhibiting it?
2. Is the work malleable enough to allow room for growth, learning, and bettering, or is too restricted to a particular vision?
3. Does our vision allow room for diversity of thought? Is it restrictive?
4. Am I helping to build a culture of relentless curiosity around our work that is also inclusive of the feedback from our users?
5. Am I challenging conventional wisdom by questioning well-established assumptions?

4. Transparent, Open, Honest, Communication: The team will make room for communication of individual opinions, concerns, and grievances truthfully, openly, and effectively in hopes of fostering a transparent environment both within the team specifically, within UNHCR more generally, and outside the UNHCR more widely.

Questions to ask when implementing this value:

1. Is my decision concealing information that should otherwise be available to the team, the UNHCR, and/or the outside community?
2. Is my decision leaving space for feedback, input, and grievances to be shared?
3. Am I communicating in a way that is transparent, honest and reflects the openness we share as a team?
4. Am I communicating in a way that values the merits of mistake-based learning, and when appropriate, sharing my failures and lessons learned with the broader humanitarian community?

5. Collaborative, Supportive: The team enables people to contribute to and support initiatives that aim to further the team's efforts in achieving its shared vision. The team is composed of members whose attitudes and work approaches support the participation of each team member, opening up space for all voices to be heard, and new partnerships to be formed.

Questions to ask when implementing this value:

1. Does this decision foster a collaborative and supportive environment?
2. Is the decision-making process itself collaborative?
3. Is my work supporting an approach that is people-centric and enabling everyone to do their best?