

الدورة الثالثة : مكان العمل المتناغم

رابط الدورة :

<https://moodle.unrwa.org/moodle/course/view.php?id=2212>

Harmonious Workplace e-Course

Ethical Leadership Course	معاينة	
Anti-Fraud and Anti-Corruption (AFAC)	معاينة	
Harmonious Workplace e-Course	معاينة	

complete

5

lesson 5 – Where to go for help

4

lesson 4 – key competencies for harmony

3

lesson 3 – Prohibited conduct

2

lesson 2 – How are we responsible

1

lesson 1 – Introduction to the Harmonious Workplace Course

Course Certificate

Final Assessment

Final Assessment

Final Assessment

السؤال الأول:

As an UNRWA personnel, we should take steps to educate ourselves on UNRWA values, standards of conduct and prohibited conduct and misconduct.

اختر أحد الخيارات

- صح
- خطأ

السؤال الثاني:

The main characteristics of a harmonious workplace are (please select all apply).

اختر واحدة أو أكثر

- Workplace issues are addressed constructively**
- Free from discrimination, harassment, and abuse of power**
- Employees act without civility
- Employees can freely express their ideas and opinions**

السؤال الثالث:

To support a fair and harmonious workplace, choose to be an inactive bystander whenever you witness behavior that may be or could lead to prohibited conduct.

اختر أحد الخيارات

- صح
- خطأ

السؤال الرابع:

As an UNRWA personnel, you must refrain from any prohibited conduct and you are strongly encouraged to speak out against it, either informally, or by reporting. If you experience retaliation for doing so, UNRWA can offer you protection.

اختر أحد الخيارات

- صح
 خطأ

السؤال الخامس:

The Prohibited Conduct includes discrimination, harassment (including sexual harassment) and abuse of power. A considerable amount of discrimination is due to unconscious bias. Example of discrimination are: (please select all apply).

اختر واحدة أو أكثر

- Treating someone unfairly based on their gender**
 Treating someone unfairly based on their marital status
 Treating someone unfairly based on their religion
 Treating someone unfairly based on their race.

السؤال السادس:

Sara is an UNRWA personnel, she is upset of her colleague Rama's behavior. One of the below is not a good step in addressing the issue.

اختر أحد الخيارات

- If Sara takes time alone to think, then ask for a meeting/ conversation.
 If Sara blames Rama in front of other colleagues.

Blaming work colleagues in front of other is not a good step in addressing workplace conflicts.

- If Sara explains why she is bringing it up, giving the benefit of the doubt.
 If Sara describes the situation and what bothered her.

السؤال السابع:

At UNRWA, we interact with a considerable number of diverse individuals, from colleagues, to supervisors, to beneficiaries, on a daily basis. UNRWA's capacity to support Palestine refugees depends, amongst other things, on our ability to work together in a civil, respectful manner.

اختر أحد الخيارات

- صح
 خطأ

السؤال الثامن :

UNRWA managers do not need to wait for formal complaint to act. They should intervene early on, to prevent unpleasant situations from escalating.

اختر أحد الخيارات

- صح
 خطأ

السؤال التاسع :

It is only the manager's responsibility to create a harmonious workplace within teams.

اختر أحد الخيارات

- صح
 خطأ

السؤال العاشر :

Which one of the following statements expressed means being an Active Bystander?

اختر أحد الخيارات

- Someone else will intervene
 Take adequate steps that can make a difference.

Taking adequate steps that can make a difference and intervening in a professional way are an examples of being an active bystander.

The screenshot shows a user interface for course completion. At the top, there are two buttons: 'Course Certificate' (with a graduation cap icon and a green checkmark) and 'Final Assessment' (with a question mark icon and a green checkmark). Below these, there is a notification bar with a close button (x) and a green checkmark. The notification text reads 'Course Certificate' and 'شهادة الدورة Course Certificate'.

مع تحياتي : W.S