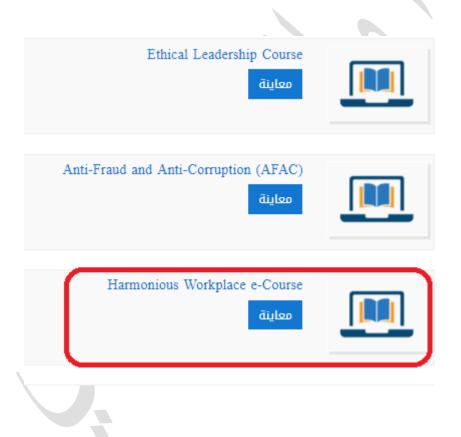
# الدورة الثالثة: مكان العمل المتناغم

رابط الدورة:

https://moodle.unrwa.org/moodle/course/view.php?id=YY1Y

# Harmonious Workplace e-Course





#### السوال الأول:

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



## السوال الثاني:

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



#### السوال 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.



#### 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.

#### السوال 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.

#### السورال السيادس:

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.

#### السوال 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 🖰

#### السوال التاسع:

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

اختر أحد الخيارات

سح 🤈

خطأ 🤚

### السوال 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.



# مع تحياتي: W.S