

WORLD HEALTH ORGANIZATION
REGIONAL OFFICE FOR THE WESTERN PACIFIC

RS/2017/GE/75(JPN)

English only

MEETING REPORT

GO WHO JAPAN 2017

Convened by:

WORLD HEALTH ORGANIZATION
REGIONAL OFFICE FOR THE WESTERN PACIFIC

and

HUMAN RESOURCE STRATEGY CENTER FOR GLOBAL HEALTH

Tokyo, Japan
10 December 2017

Not for sale

Printed and distributed by:

World Health Organization
Regional Office for the Western Pacific
Manila, Philippines

May 2018

NOTE

The views expressed in this report are those of the participants of Go WHO Japan 2017 and do not necessarily reflect the policies of the conveners.

This report has been prepared by the World Health Organization Regional Office for the Western Pacific for Member States in the Region and for those who participated in Go WHO Japan 2017 in Tokyo, Japan on 10 December 2017.

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Keywords:

Health personnel / Capacity building / Staff development / Regional health planning / Japan

SUMMARY

WHO's human resources policy includes the desirability of recruiting staff from as wide a geographic basis as possible. Yet, 32% of Member States continue to be either unrepresented or under-represented in the international professional staff category. There are four under-represented Member States in the Western Pacific Region: China, Japan, the Republic of Korea and Singapore. Member States have urged the WHO Secretariat to put in more effort to address the under- and unrepresented countries issue.

Japan's Human Resource Strategy Center for Global Health (HRC-GH), a division of the National Center for Global Health and Medicine (NCGM), thus convened a Go UN/Global workshop on 10 December 2017. WHO was invited to present a Go WHO workshop as the main agenda of the meeting.

The workshop was attended by 104 participants, both at the main site at the OMURA Susumu & Mieko Memorial St. Luke's Center for Clinical Academia in Tokyo, and via videoconference in Hiroshima, Nagasaki and Osaka. Overall feedback was positive, and ongoing engagement with participants is being pursued. As a result of the workshop, WHO and Japan are working together to continue to address the issue of under-representation.

Based on feedback from participants of this workshop, it is recommended for the Government of Japan and the HRC-GH to consider organizing more workshops in the future, both in Tokyo and other major cities, as well as continuing engagement with participants to sustain motivation and interest in working for global health agencies. The HRC-GH is further encouraged to engage with other United Nations agencies and partners for potential recruitment efforts.

1. INTRODUCTION

1.1 Background

The World Health Organization (WHO) human resources policy on recruiting personnel from “as wide a geographic basis as possible” aims to ensure the Organization’s work reflects and benefits from the contributions of all Member States. In the Western Pacific Region, there are four Member States—China, Japan, the Republic of Korea and Singapore—listed as under-represented (WHO workforce data as of 31 December 2016).

The desirable range for staff is as follows:

- Japanese nationals: 94–128; the actual number is 44 staff members
- Chinese nationals: 46–63; the actual number is 32 staff members
- Korean nationals: 19–27; the actual number is 18 staff members
- Singaporean nationals: 4–11; the actual number is 1 staff member.

During recent WHO governance meetings, including the 136th and 138th sessions of the Executive Board and the Sixty-ninth World Health Assembly, Member States urged the WHO Secretariat to put more effort into addressing the issue of under-representation.

The WHO Secretariat has observed that some applicants from under-represented countries, while qualified, do not succeed in WHO’s recruitment process. To respond to this issue, a half-day workshop, known as “Go WHO” was initiated in Japan in 2016. Following the success of that workshop, similar programmes have been held in China, Fiji and the Republic of Korea.

1.2 Meeting organization

In 2017, Japan’s Ministry of Health, Labour and Welfare commissioned a special programme, the Human Resource Strategy Center for Global Health (HRC-GH), which is hosted by the National Center for Global Health and Medicine (NCGM) with the purpose of increasing the presence of Japanese nationals in international organizations.

To commemorate its opening, the HRC-GH convened Go UN/Global: The Inaugural Global Health Career Development Workshop for Young Professionals on 10 December 2017. WHO was invited to present a Go WHO workshop as the primary agenda of the meeting. In addition, the afternoon featured a job fair with the Global Fund, the United Nations Development Programme (UNDP), United Nations Population Fund (UNFPA), United Nations Children’s Fund (UNICEF), and Gavi, the Vaccine Alliance, as well as a networking session with all stakeholders.

1.3 Meeting objectives

The objectives of the meeting were:

- (1) to attract young talent from Japan; and
- (2) to coach young professionals in how to prepare should they wish to join WHO.

By the end of the workshop, participants were expected:

- (1) to be familiar with WHO’s core functions and role in international and global health;
- (2) to be familiar with WHO’s recruitment process;
- (3) to be familiar with WHO’s competency model; and
- (4) to understand how to respond to questions on the written test for WHO vacancies and in the competency-based interview using the STAR (situation, task, action, result) model.

2. PROCEEDINGS

2.1 Opening session

The session was opened by Dr Norihiro Kokudo, President of NCGM, who welcomed everybody to the new Center. Dr Takeshi Kasai, Director for Programme Management of the WHO Regional Office for the Western Pacific, gave an introduction to the topic of international health and Dr Hiroki Nakatani, Director of the HRC-GH, introduced the purpose of the workshop.

2.2 Activities and findings

2.2.1 Activities

The workshop comprised three sessions:

1. Getting to know WHO
2. Writing your résumé and written test: briefing and exercise
3. Competency-based interviews: theory and practice.

The workshop programme is available in Annex 1. Four WHO staff members, led by Dr Kasai, facilitated the sessions.

2.2.2 Findings

Participants

The HRC-GH coordinated the advertising and notification of the workshop through various means. An example of the advertisement is found in Annex 2. Applications were received through the Center's website (<https://hrc-gh.jp>) from 2 November to 9 December 2017. In order to enable broad participation across the country, three satellite sessions were established: in Hiroshima, Nagasaki and Osaka. There were a total of 104 participants, with 65 attending the main site at the OMURA Susumu & Mieko Memorial St. Luke's Center for Clinical Academia in Tokyo, and 39 via videoconference (11 in Hiroshima, 17 in Nagasaki and 11 in Osaka). More participant information can be found in Annex 3.

Preparation

In advance of the meeting, participants were sent a selection of reading materials via email, as well as a voluntary practice online written test. Participants were given 20 minutes to respond to the question "What is the greatest public health challenge of 2017?" They were encouraged to focus on writing style and structure rather than technical expertise. Over 20 submissions were received. This exercise proved to be valuable as it gave participants real practice but also ensured that more time was available during the workshop for other activities.

Overall, the responses revealed that many of the participants are unfamiliar with this type of exercise. Nonetheless, some responses included examples of good style such as starting with a direct answer to the issue in question. Gaps were addressed throughout the workshop and practical tips for writing were provided, such as appropriate structure for responses, using short paragraphs and sentences, and including references. Participants demonstrated a good level of learning.

Participant engagement

In order to facilitate the objectives and expected outcomes of the workshop, the sessions involved participants in a series of interactive exercises. Participants underwent practice interviews, both in person and via videoconference. They also watched a live interview using Skype with a staff member in the WHO Regional Office for the Western Pacific. Further, participants used Mentimeter, an interactive, online software to respond to polls and quizzes. Overall, they were very engaged and

participated in lively discussion. During the interview practice, participants trialled the STAR (situation, task, action, and result and lessons learnt) model in response to competency-based questions. Many noted that this was new practice for them.

Logistical arrangements for the workshop

Logistical arrangements for the meeting provided by the HRC-GH were efficient and effective. This included the registration of participants, meeting set-up and technical support, as well as support with the agenda. The OMURA Susumu & Mieko Memorial St. Luke's Center for Clinical Academia is a state-of-the-art meeting venue and very suitable for both seminars in the lecture theatre and group work in the many breakout rooms. The videoconference connection with the satellite cities worked well, despite some difficulties with sound and limited access to presentation slides.

Evaluation

Following the meeting, participants were sent an online evaluation and over 30 responded. Overall, participants were very satisfied with the workshop and the interactive method of delivery. They particularly noted their appreciation for: the practice interview sessions and model Skype interview with a WHO staff member in Manila; the practical writing exercise; the use of the interactive software; and the exposure to WHO staff and practices. Some participants noted the minor technical difficulties with the satellite connections. Responses revealed that the schedule was quite compact, and some suggested lightening the workload or holding the workshop over two days. The networking event held following the workshop was also well received, with participants enjoying the opportunity to ask direct questions to WHO staff and other agencies and partners. The potential to engage more thoroughly with other United Nations (UN) agencies and partners was also highlighted. More information on the evaluation can be found in Annex 4.

Reflections and ways forward

The organizing partners felt that the meeting was successful and led to a greater understanding of WHO's recruitment processes for participants. It was noted that more can be done to monitor and measure the impact of the meeting, and Go WHO workshops in general. Following the workshop, effort needs to be made to continue to engage the participants, especially those who were motivated and had relevant experience. Over 40 participants joined the closed Go WHO Facebook group page (<https://www.facebook.com/groups/GoWHO/>) and were encouraged to continue engagement through it.

3. CONCLUSIONS AND RECOMMENDATIONS

3.1 Conclusions

The Go WHO Japan 2017 workshop was well attended, both in Tokyo and in the satellite cities. Participants were motivated and eager to participate. Overall the evaluation indicated that participants found the sessions to be useful, providing valuable practical experience and exposure.

3.2 Recommendations

3.2.1 Recommendations for Member States

- (1) The Government of Japan and the HRC-GH may consider organizing more workshops in the future, both in Tokyo and other major cities, taking into account feedback from participants from this workshop.
- (2) The Government of Japan and HRC-GH may consider further efforts to continue to engage participants of the workshop who were motivated and eager to work for global health agencies.

- (3) The HRC-GH may consider further efforts to engage with other UN agencies and partners for potential recruitment efforts.

3.2.2 Recommendations for WHO

- (1) WHO may consider holding further Go WHO workshops, both with Japan to target new cohorts of interested participants in Tokyo and other cities, and with other under- and unrepresented Member States. These would take into account learnings from this workshop, such as reducing the depth of content on the day. This could be achieved through further online activities prior to the workshop.
- (2) WHO may consider means to continue to engage with participants of Go WHO workshops, including posting notices for vacancies and short-term consultancies on the Go WHO Facebook group page.
- (3) WHO may consider investing further in innovative presentation software and other tools as a means to effectively engage meeting participants.

ANNEXES

ANNEX 1. Meeting programme

Time	Session	Speaker/Facilitator
10:00-10:30	Registration	
10:30-10:50 <i>Room: BF1 Hinohara Hall</i>	Welcome, and Mission of the New Center	- Dr Norihiro Kokudo, <i>President of NCGM</i> - Dr Takeshi Kasai, <i>Director, Programme Management, World Health Organization Regional Office for the Western Pacific, (WHO WPRO)</i> - Dr Hiroki Nakatani, <i>Director, HRC-GH/NCGM</i>
10:50-11:00	Course orientation and icebreaker	Ms Laura Davison, <i>Programme Officer, Division of Programme Management, WHO WPRO</i>
11:00-11:45 <i>Room: BF1 Hinohara Hall</i>	Session 1: Getting to know WHO a. Working at WHO: how you can make a career of making a difference b. Present status of staffing; and understanding post advertisements	a. Dr Takeshi Kasai b. Mr Jeffery Kobza, <i>Director, Division of Administration and Finance, WHO WPRO</i>
11:45-12:45	Lunch break	
12:45-13:45 <i>Room: F2 3210</i>	Session 2: Writing CV and Essay: Briefing and exercise a. Guidance on resume: linking to the vacancy notice, and best practices. b. Tips for the written test. c. <i>Exercise:</i> Breaking down the written test: Complete a quiz on best practice of written test responses. d. Review of the online written test completed before the workshop.	a. Ms Laura Davison b. Ms Fabia Lonnquist, <i>Technical Officer, External Relations and Partnerships, WHO WPRO</i> c. Ms Laura Davison d. Ms Fabia Lonnquist
13:45-14:00	Coffee Break	
14:00-15:30 <i>Room: F2 3210</i>	Session 3: Competency based interview: Theory and practice a. What to expect on the day of the interview, using the STAR model and displaying WHO competencies b. <i>Exercise:</i> Rate your competencies – live polling c. Model competency-based interview with a WHO staff member in Manila d. <i>Group work exercise:</i> Putting skills into practice: Practicing a competency-based interview	a. Dr Takeshi Kasai b. Ms Fabia Lonnquist c. Interview panel – Dr Kasai, Mr Kobza, Ms Lonnquist d. Introduced by Ms Davison
15:30-16:00	General Q/A	
16:00-17:15	Job fair: Message from international agencies (UNICEF, UNFPA, etc.)	
17:15-17:30	Summing up	Dr Takeshi Kasai and Dr Hiroki Nakatani
17:30-18:30	Networking session	

ANNEX 2. Programme flyer

Go UN/Global

The Inaugural Global Health Career Development Workshop
for Young Professionals

国連/国際機関へ行こう
グローバルヘルス人材戦略センター開所記念
若き専門職の方へのキャリア・ディベロップメント・ワークショップ

Dec. 10th 2017

Sunday 10:00-18:30

Key Resource Persons



Dr. Takeshi Kasai
Director, Programme Management



Mr. Jeffery Kobza
Director, Administration and Finance



Dr. Angela Pratt
Executive Officer, Office of the Regional Director, and Coordinator, External Relations and Communications



Ms. Laura Davison
Programme Officer



Dr. Nakatani
Director, HRS-GH/NCGM (former ADG/WHOHQ)

Program

10:00	Registration
10:30	Welcome, Course Orientation and Mission of the New Center
11:00-11:45	Present Status of Staffing and Understanding Post Advertisements
11:45-12:45	Writing CV and Essay: Briefing and Exercise
12:45-13:45	Break
13:45-15:30	Competency Base Interview: Theory and Practice
15:30-16:00	General Q/A
16:00-17:15	Job fair: Message from international agencies (UNICEF, UNFPA, UNHCR, WB etc.)
17:15-17:30	Summing Up
17:30-18:30	Net Working Session

Room

OMURA Susumu & Mieko Memorial St. Luke's Center for Clinical Academia

3-8-2 Tsukiji, Chuo-ku, Tokyo 104-0045 Japan
<http://university.luke.ac.jp/sph/about/maps.php>



Organized by: Human Resource Strategy Center for Global Health/National Center for Global Health and Medicine(NCGM) | Sponsored by: WHO/WPRO, Ministry of Health, Labour and Welfare | Supported by: Japan Association for International Health, WHO Association of Japan (tbc), St. Luke's International University, Osaka University, Nagasaki University, United Nations Institute for Training and Research (UNITAR) | Contents: Briefing, CV and Essay Writing and Interview Exercise, and More. | Language: English | Application: closed when reaching capacity of seats. (Japanese nationals will be given priority when physical capacity prevents accepting all applicants.)

Please apply through ...

HRC-GH Website <https://hrc-gh.jp>

Enquiry: Human Resource Strategy Center for Global Health, National Center for Global Health and Medicine (NCGM)
1-21-1 Toyama, Shinjuku-ku, Tokyo, 162-8655 Japan TEL : 03-6228-0498 (Direct line) E-mail: HCR-GH@hosp.ncgm.go.jp <https://hrc-gh.jp>

ANNEX 3. Meeting participants

Figure 1 Age range of participants

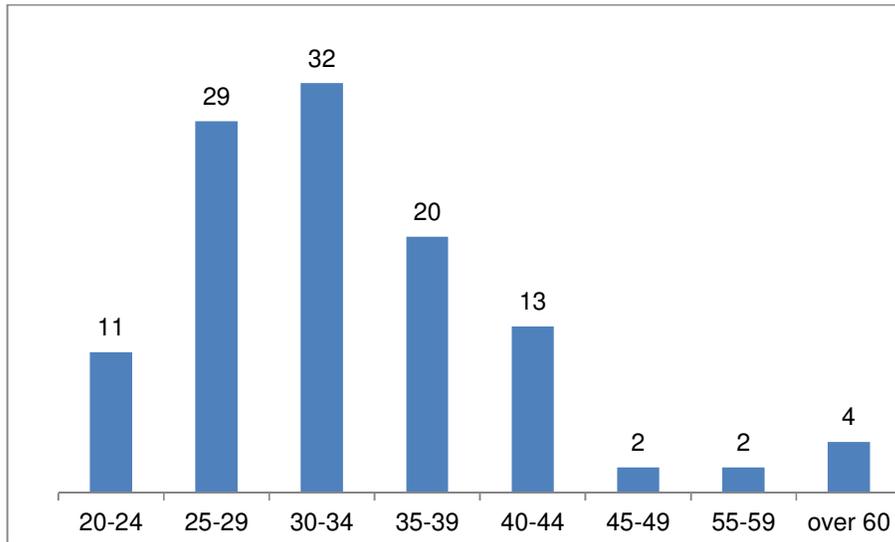
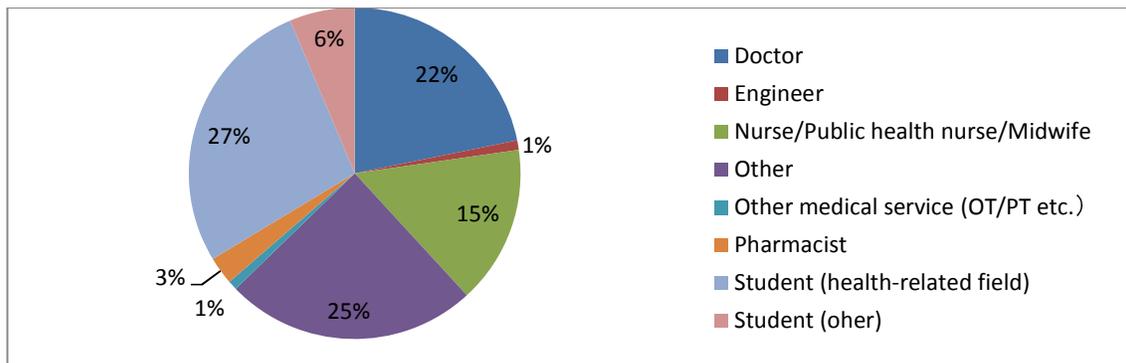


Figure 2 Participants' professions



ANNEX 4. Meeting evaluation

Figure 3 Evaluation results: What worked well?



Figure 4 Evaluation results: What could be improved?

