

WIPO CORE VALUES

SHAPING THE FUTURE

- Seeing the big picture
- Seeking change and innovation
- Developing yourself and others

WORKING AS ONE

- Communicating effectively
- Showing team spirit

ACTING RESPONSIBLY

- Demonstrating integrity
- Valuing diversity

DELIVERING EXCELLENCE

- Producing results
- Showing service orientation



WIPO ORGANIZATIONAL COMPETENCIES

WIPO's mission is to lead the development of a balanced and effective international intellectual property system that enables innovation and creativity for the benefit of all.

As WIPO staff, we have been entrusted by our Member States with the critical work of implementing this important undertaking. While we come from all corners of the world, we share elemental core values that are critical for our common success. These four core values represent the principles that unite us and define **WHO WE ARE**.

A set of desired behaviors – organizational competencies – provide clear guidance on how we can best express our core values in our daily activities. These organizational competencies describe **HOW WE WORK**.

Together, these core values and organizational competencies are integrated into our activities at all levels. They have been developed in close collaboration with the WIPO staff and are designed to provide a framework for how we may advance together to meet our common goal: An efficient, professional International Organization in the service of a global public that is counting on our achievements.

WORKING AS ONE

COMMUNICATING EFFECTIVELY

Speak and write clearly, listen actively and use appropriate language and communication channels to deliver the content with the intended impact. Share ideas, knowledge and information within and outside of WIPO.

Effective behaviors:

- ✓ Speak and write directly, simply and clearly, in a structured, logical and confident way.
- ✓ Encourage others to share their views; take time to understand and consider these views.
- ✓ Select language, tone, style, and format to meet the needs of the audience. Confirm understanding of information conveyed.
- ✓ Keep others informed of relevant issues and proactively share knowledge and expertise.

SHOWING TEAM SPIRIT

Value the contribution of others to achieve results. Collaborate with others and strive for agreement on shared purpose, direction and delivery.

Effective behaviors:

- ✓ Collaborate with colleagues to achieve results. Ask for input and encourage others to contribute their views.
- ✓ Cultivate openness by sharing information and ideas, within the bounds of discretion.
- ✓ Support and act in accordance with team decisions, even when such decisions may not entirely reflect your position.
- ✓ Address conflict before it escalates. Seek and remain open to constructive resolutions to conflict.

ACTING RESPONSIBLY

DEMONSTRATING INTEGRITY

Demonstrate the highest standard of conduct in compliance with WIPO's legal and ethical standards and practices. Demonstrate commitment to WIPO and its mission.

Effective behaviors:

- ✓ Behave in accordance with WIPO's professional, ethical and legal framework.
- ✓ Act without consideration of personal gain. Use authority appropriately and treat people fairly and without bias.
- ✓ Demonstrate consistency between expressed principles and your actions. Deliver on promises. Set an example for others.
- ✓ Maintain confidentiality and treat sensitive information with discretion.

VALUING DIVERSITY

Treat all people with fairness, dignity and respect.

Effective behaviors:

- ✓ Work effectively with people of different cultures, gender or backgrounds.
- ✓ Treat men and women equally.
- ✓ Consider issues from the perspective of others and welcome their contributions.
- ✓ Reflect on your behavior to avoid biases and stereotypical responses.

DELIVERING EXCELLENCE

PRODUCING RESULTS

Produce high-quality results in conformity with needs to the highest standards of organizational delivery.

Effective behaviors:

- ✓ Take ownership of your responsibilities and operate in compliance with organizational rules and regulations.
- ✓ Proactively plan and adjust priority activities to accomplish objectives.
- ✓ Allocate an appropriate amount of time and resources for completing work. Use time efficiently.
- ✓ Deliver outputs within agreed costs, quality and time.
- ✓ Remain calm, self-composed and patient in stressful situations.

SHOWING SERVICE ORIENTATION

Anticipate, understand and effectively address business needs and focus on delivering high-quality services.

Effective behaviors:

- ✓ Consider things from the point of view of service recipients and anticipate their needs accordingly.
- ✓ Respond to requests professionally, promptly and reliably.
- ✓ Request feedback to enhance service delivery and increase satisfaction.
- ✓ Take responsibility for meeting commitments made to service recipients and keep them informed of progress and setbacks.

SHAPING THE FUTURE

SEEKING THE BIG PICTURE

Seek to understand how your work fits within the wider organizational context. Bear in mind the overall purpose while undertaking the immediate tasks at hand.

Effective Behaviors:

- ✓ Develop insight into the environment in which WIPO is operating.
- ✓ Be alert to emerging issues and trends which might impact your and your team's work.
- ✓ Understand how your work contributes to the fulfilment of your unit's program and workplan activities.
- ✓ Keep the overall purpose in mind while accomplishing the immediate task at hand.

SEEKING CHANGE AND INNOVATION

Remain agile and adapt to changing organizational requirements. Challenge outdated assumptions in the pursuit of new, creative and innovative solutions.

Effective Behaviors:

- ✓ Demonstrate willingness to change ideas or perceptions based on new information.
- ✓ Adapt quickly to changing circumstances. Respond with agility and resilience to new requirements.
- ✓ Challenge outdated assumptions and processes; contribute new, creative ideas and solutions.
- ✓ Take measured risks and learn from failure.

DEVELOPING YOURSELF AND OTHERS

Make a deliberate effort to continuously improve competencies, knowledge and skills. Embrace new technologies. Support others in their development.

Effective Behaviors:

- ✓ Proactively manage your professional development, identify learning needs and discuss those with supervisor.
- ✓ Stay abreast of current developments in area of expertise and seek to continuously expand your competencies, knowledge and skills.
- ✓ Learn from experience; treat mistakes as an opportunity to improve. Seek and accept feedback from others and show openness to improve way of working.
- ✓ Understand and master relevant technology in the work context.
- ✓ Contribute to the learning and development of colleagues.