

# Evaluation of the Pilot Program for Professional Career Development

EVAL 2018-01      September 27, 2018

Formative Evaluation  
Period: May to August 2018  
Evaluation Section  
Internal Oversight Division  
WIPO

24

WIPO Programs were represented in the survey

Why is this program relevant?

Because it addresses major organizational challenges such as: staff motivation, aging staff population, gender diversity challenges, talent retention and management, organizational efficiency among others.

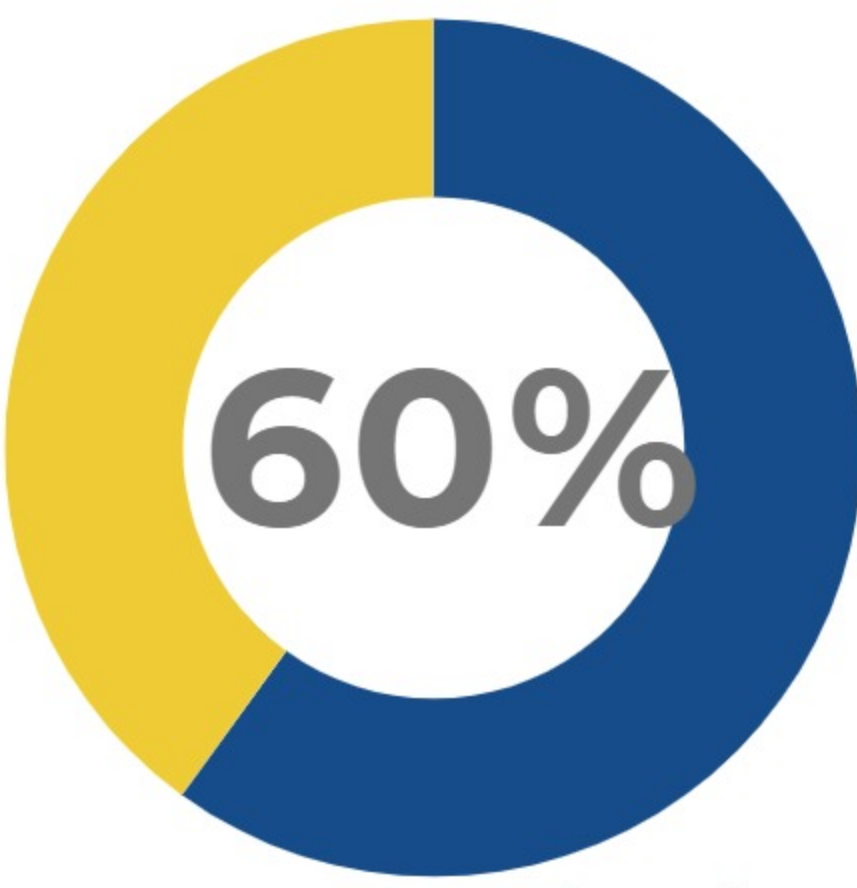
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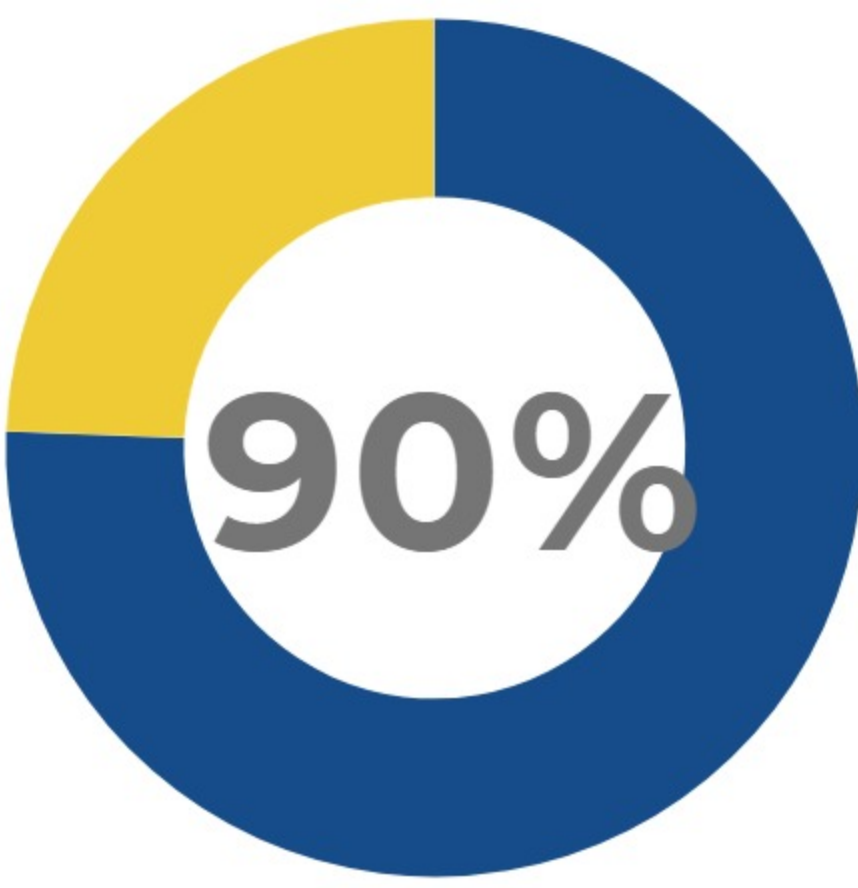
Stakeholders consulted

Objective: Assess the performance of the PPPCD & Progress to date

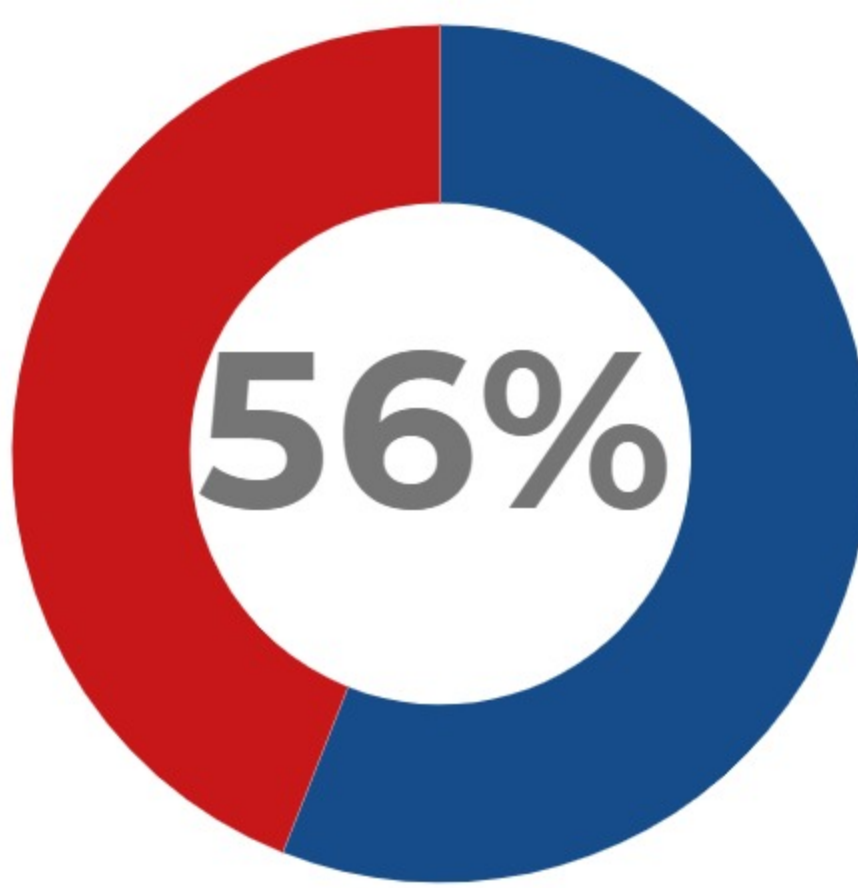
Relevance      Effectiveness      Efficiency      Sustainability



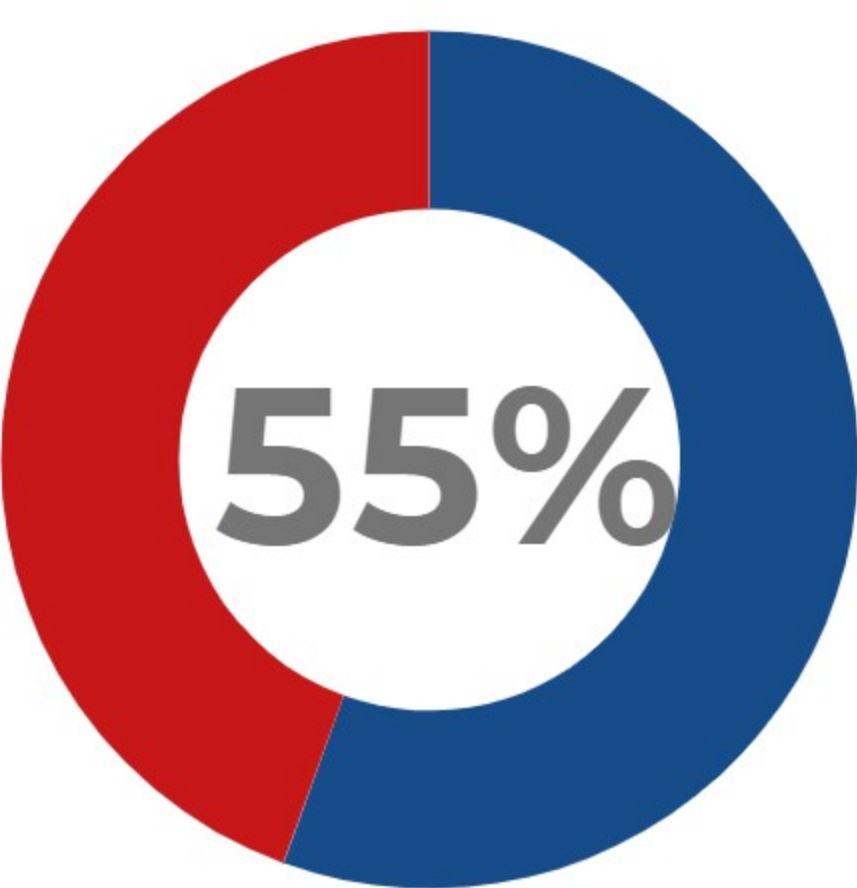
5 sub-criteria



3 sub-criteria



5 sub-criteria



2 sub-criteria

- Relevant to organizational needs.
- Factored within a career support framework.
- Relevant to staff needs.
- Address gender diversity challenges.
- Adequacy of criteria for selecting participants.

- Achievement of immediate results.
- Behavioral and motivational changes.
- Unintended effects.

- Management of financial and human resources by the team.
- Adequacy of resources provided by WIPO.
- Organization allocated resources to the PP according to strategic priorities.
- Coordination and collaboration of business units.
- Service satisfaction.

- Adequacy of resources provided to maintain results over time.
- Have the PP developed strategies to maintain results over time.

Sufficiently meets the criteria


Partially meets the criteria

Did not meet the criteria

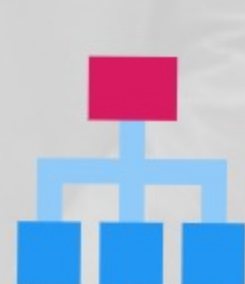
\* Ratings to assess performance do follow WIPO's PPR performance rating system.

## What's next?

## Recommendations

 Engage managers and direct supervisors when providing career support services and transparently informing all staff about the process of having access to the career support services and talent identification

 Develop a full-fledged career support framework and architecture

 Institutionalize career support as a distinct unit to substantially address existing organizational challenges