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United Nations Institute for Training and Research

Introduction to Statement Writing for the United Nations Security Council

Workshop for delegates of the Permanent Mission of the
Republic of South Africa to the United Nations

Evaluation Report New York, 28-29 January 2011

On special request of the Department of International Relations and Cooperation of South Africa, UNITAR, in cooperation with the facilitators Professor Minh A. Luong and Mr. Nicholas Coburn-Palo from Yale and Brown University, organized a tailor-made workshop on effective statement and speech writing to train South African delegates to the Security Council. The course served to teach techniques of effective statement and speech writing.

According to the evaluation, the workshop was a success: Seven out of eight respondents were 'completely' satisfied (one person was 'mostly' satisfied) and all of them would recommend the workshop to colleagues. The respondents, all of them involved in writing statements for the Security Council on a daily basis, emphasized in oral and written comments that the workshop has been very important to them and that this kind of training helps them to serve their country at the United Nations better. For instance, one participant wrote that "the issues presented are core to the skills required for statement writing." Even for those participants who already had a good knowledge of writing statements, the "workshop has refreshed [their] minds and motivations." One of the delegates concluded that it was "the best course I have ever attended."

Especially the two facilitators were well received. They obtained very high marks (90-100% "completely satisfied") in their way of presenting information, responding to the needs and questions of the participants and stimulating the involvement of the delegates. Next to presentations on main concepts and tools of statement writing, the workshop was also interactive, including one pre-workshop exercise and one exercise during the course. Combined with the analysis of selected statements from the Security Council (including webcasts), the participants gave the exercise and analysis session the highest marks (90% "completely" and 10% "mostly" satisfied); hence underlining the practicality of the workshop. Since the facilitators are also experts on public speaking, the participants had the opportunity to be introduced to the basic tools of holding effective speeches. Participants greatly appreciated this in oral remarks made to UNITAR during the workshop.

All in all, the evaluation underlines that the workshop was a great success at enhancing the abilities and skills of the delegates of the South African mission in write statements effectively and efficiently and present them in adequate manner. Now the participants have the necessary tools to represent their country and its interests more effectively in the Security Council.

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1. Rating of stated learning objectives.

At the end of the workshop, you will be able to...		Clarity of objective		Relevance of objective to your need		Success to which objective was met	
Understand the main concepts of effective statement writing.	Completely	9	100%	9	100%	8	89%
	Mostly		0%		0%	1	11%
	More or less		0%		0%		0%
	Partially		0%		0%		0%
	Not at all		0%		0%		0%
	<i>Total</i>	9	100%	9	100%	9	100%
To approach the development of statements in a systematic step-by-step manner.	Completely	9	100%	8	89%	8	89%
	Mostly		0%	1	11%	1	11%
	More or less		0%		0%		0%
	Partially		0%		0%		0%
	Not at all		0%		0%		0%
	<i>Total</i>	9	100%	9	100%	9	100%
To further develop drafting and delivery techniques based on the tools and concepts acquired during the workshop.	Completely	7	88%	8	89%	8	89%
	Mostly	1	13%	1	11%	1	11%
	More or less		0%		0%		0%
	Partially		0%		0%		0%
	Not at all		0%		0%		0%
	<i>Total</i>	8	100%	9	100%	9	100%
	No answer	1					

2. Value, Benefits and intent to use the content of the workshop.

	Information presented was new		Content of the workshop was relevant		It is likely that I will use the information acquired in this workshop	
Strongly agree	8	89%	7	88%	8	100%
Agree	1	11%	1	13%		0%
Neutral		0%		0%		0%
Disagree		0%		0%		0%
Strong disagree		0%		0%		0%
<i>Total</i>	9	100%	8	100%	8	100%
No answer			1		1	

What is the most valuable insight you gained from this workshop?

- Very diverse, very relevant in a broad sense.
- The issues presented are core to the skills required for statement writing.
- My statement writing became stale – this workshop has refreshed my mind and motivation – thanks.
- Presenting an idea and writing/drafting statements or speaking notes.



How valuable was each of the following sessions in the context of your present work or future work?

<u>Pre-Workshop</u> Statement writing exercise (Rwanda)			<u>Module I</u> Understanding statement writing – main concepts, context and preparation			<u>Module II</u> Case Study in statement development		
Completely	7	78%	Completely	7	78%	Completely	6	67%
Mostly	2	22%	Mostly	2	22%	Mostly	3	33%
More or less		0%	More or less		0%	More or less		0%
Partially		0%	Partially		0%	Partially		0%
Not at all		0%	Not at all		0%	Not at all		0%
NA		0%	NA		0%	NA		0%
<i>Total</i>	<i>9</i>	<i>100%</i>	<i>Total</i>	<i>9</i>	<i>100%</i>	<i>Total</i>	<i>9</i>	<i>100%</i>
<u>Module III</u> Exercise in statement writing			<u>Module IV</u> Evaluation, debrief, review of best practice					
Completely	8	89%	Completely	5	63%			
Mostly	1	11%	Mostly	3	38%			
More or less		0%	More or less		0%			
Partially		0%	Partially		0%			
Not at all		0%	Not at all		0%			
NA		0%	NA		0%			
<i>Total</i>	<i>9</i>	<i>100%</i>	<i>Total</i>	<i>8</i>	<i>100%</i>			
No answer			No answer	1				

Comments:

- The best course I have ever attended.
- Statement writing elements were helpful

3. Effectiveness and appropriateness of methodology used in this workshop.

	The methodology used was...	Effective		Appropriate	
The methodology used in this workshop included in-person instructions and discussions, case studies and group exercises.	Completely	8	89%	8	89%
	Mostly	1	11%	1	11%
	More or less		0%		0%
	Partially		0%		0%
	Not at all		0%		0%
	<i>Total</i>	<i>9</i>	<i>100%</i>	<i>9</i>	<i>100%</i>



4. Effectiveness of the trainers:

		Presenting information		Responding to needs/questions of participants	
Please rate the effectiveness of the trainers in terms of the following:	Completely	8	89%	9	100%
	Mostly	1	11%		0%
	More or less		0%		0%
	Partially		0%		0%
	Not at all		0%		0%
	<i>Total</i>	9	100%	9	100%
		Summarizing discussion		Promoting participation of all learners and stimulating their involvement	
Please rate the effectiveness of the trainers in terms of the following:	Completely	8	89%	8	89%
	Mostly	1	11%	1	11%
	More or less		0%		0%
	Partially		0%		0%
	Not at all		0%		0%
	<i>Total</i>	9	100%	9	100%

Comments:

- Very qualified to carry out the tasks

5. Overall appropriateness of the workshop's organization.

In relation to the amount of information presented, the workshop's structure was:			In relation to the amount of information presented, the workshop's duration was:			Coherence and flow of the agenda		
Completely	7	88%	Completely	7	88%	Completely	7	88%
Mostly	1	13%	Mostly	1	13%	Mostly	1	13%
More or less		0%	More or less		0%	More or less		0%
Partially		0%	Partially		0%	Partially		0%
Not at all		0%	Not at all		0%	Not at all		0%
<i>Total</i>	8	100%	<i>Total</i>	8	100%	<i>Total</i>	8	100%
No answer	1			1			1	
Length, quality and format of presentations			Time allotted for discussion and Q&A			Use of audio-visual aides		
Completely	6	75%	Completely	8	100%	Completely	7	88%
Mostly	2	25%	Mostly		0%	Mostly	1	13%
More or less		0%	More or less		0%	More or less		0%
Partially		0%	Partially		0%	Partially		0%
Not at all		0%	Not at all		0%	Not at all		0%
<i>Total</i>	8	100%	<i>Total</i>	8	100%	<i>Total</i>	8	100%
No answer	1			1			1	



Timeliness of the workshop in terms of fitting into participants' schedule		
Completely	7	88%
Mostly	1	13%
More or less		0%
Partially		0%
Not at all		0%
Total	8	100%
No answer	1	

Would you modify the programme in any way?	Yes		0%
	Not sure	3	43%
	No	4	57%
	<i>Total</i>	7	100%
	No answer	2	

If yes, how would you modify?	<ul style="list-style-type: none"> I appreciated the research you have put into preparing the workshop. The programme was very educative. Increase the duration of the course, e.g. 2-3 days, and more practical exercises
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6. Overall satisfaction with the workshop.

Overall, to what extent were you satisfied with the workshop?	Completely	7	88%
	Mostly	1	13%
	More or less		0%
	Partially		0%
	Not at all		0%
	<i>Total</i>	8	100%
	No answer	1	

Would you recommend this seminar to a colleague?	Yes	8	100%
	Not sure		0%
	No		0%
	<i>Total</i>	8	100%
	No answer	1	

Please give us recommendations for future topics beyond the area of negotiations

- Protocol

General Comments:

- The workshop was very useful
- Well done, excellent and well executed.