

RBAS Regional Hub Retreat -Agenda

29-31 January 2019, Marriot Hotel, Dead Sea, Amman

Objectives:

1. Review the role of RBAS with a focus on the regional hub within the new UNDP (in line with the new strategic plan), UN reform, Agenda 2030, existing and emerging development priorities in the region
2. Take stock of 2018 achievements, lessons learned, challenges and discuss 2019 vision and priorities of a “fit to respond” Regional Hub in 2019
3. Enhance team building for an enhanced work environment and effective delivery of support

29 January

12:00pm	Bus departing Amman (please refer to the logistical note for details)
2:00pm	Arrivals at the hotel and check-in
2:30- 3:00 pm	Snacks and coffee
3:00-3:15 pm	Security Briefing
3:15 -3:30 pm	Welcome, introduction and walk through the agenda by Khaled Abdelshafi
3:30 – 4:30pm	Discussing Next Generation UNDP: #NextGenUNDP <i>Issues:</i> The new UNDP offer <i>Moderator:</i> Mourad Wahba <i>Speakers:</i> Narue Shiki, Theresa Panuccio (VTC) <i>Rapporteur:</i> Alessandra Muto
4:30 – 5:30 pm	Session with RBAS Senior Management (Mourad Wahba, Sarah Poole and Khaled Abdelshafi) <i>Moderator:</i> Adel Abdellatif <i>Rapporteur:</i> Ghada Alsous
5:30 – 6:30 pm	Team building exercise 1 Session focal point: Jennifer Colville, Nada Bouari <i>Rapporteur:</i> Rowaida Shantir
7:30pm	Informal gathering/welcome dinner

30 January

- 9:00 – 10:00 Overview of regional trends
Speaker: Adel Abdellatif
Format: Presentation followed by Q&A
Moderator: Susanne Dam Hansen
Rapporteur: Ben Thompson Coon
- 10:00 – 11:30am **Setting the scene: New ways of responding to the development trends in the region**
Issues:
- Strategic plan priorities, new business models for the hubs and inter-hub collaboration in the context of GPN and new structures in UNDP
- UN Reform, delinking and implications on our work in the Arab States region
- Increasing trends towards innovation and accelerator labs
- Working in a region marked by crises and conflicts
Moderator: Khaled Abdelshafi
Format: “Davos style”, i.e facilitated conversation
Panel: Sarah Poole, Jos De La Haye, Jennifer Colville, Malin Herwig
Rapporteur: Fabio Iannuzzelli
- 11:30 – 11:45am **Coffee**
- 11:45am – 1:00pm **Key results and insights from 2018 and 2019 priorities**
Issues:
- Overview of selected key results and achievements for 2018 and perspectives for 2019 and beyond - Yakup Beris and Edward Christows
- Key highlights of the PPM changes and opportunities for the Regional Hub and COs (Huda Khattab, Mohammad Batayneh)
Moderator: Melanie Hauenstein
Format: Presentations followed by a panel potentially as “Davos style”
Panel: Frances Guy, Kishan Khoday, Arkan El-Seblani, Michael Moroz
Rapporteur: Katherine Pedersen

1:00 – 2:00pm

Lunch

2:00 – 3:00pm

Team building exercise 2

Session focal point: Jennifer Colville

Rapporteur: Rowaida Shantir

3:00 – 3:15pm

Coffee

3:15 – 5:15pm

Fitting for Purpose: Alignment of the Hub with the new UNDP and Repositioning in the Region

Issues: How to bring policy, programme, and country support together around their distinct objectives as one team

- **Working Group 1:** Policy and thought leadership in the new UNDP

Facilitators: Marta Vallejo, Alberto Natta

- **Working Group 2:** Integrated solutions: Delivering programmes and supporting COs coherently

Facilitators: Najia Hashim, Fekadu Terefe

- **Working Group 3:** Activating “Community of Practices” and engaging COs in the regional work

Facilitators: Stephen Gitonga, Reem Kaedbey

- **Working Group 4:** Accelerating Operations with new PPM as a key opportunity for innovation and improving delivery

Facilitators: Huda Khattab, Susanne Dam Hansen

- **Working Group 5:** The new draft UNDP digitalization strategy: Seeking programmatic and operational entry points

Facilitators: Zaid Amarin, Dany Wazen, Farah Shoucair

Format: Breakout groups, World Café: The recommended questions for the working groups are annexed below.

7:00pm

Evening social activity

31 January

- 9:00 – 10:00am Plenary discussion from breakout groups on “fitting for purpose”
Moderator: Nathalie Bouche
Speakers: Working group facilitators from the previous day
Rapporteur(s): Rapporteur: Maja Peterson
- 10:00am – 12:00pm **Defining hub service lines in supporting our COs**
Issues: How to bring policy, programme, and country support together around their distinct objectives as one team
Format: Breakout groups and plenary discussion
Facilitators for the working groups:
 - **Working Group 1:** Kawtar Zerouali
 - **Working Group 2:** Noeman Al Sayyad
 - **Working Group 3:** Mohammed Al Batayneh
 - **Working Group 4:** Nadia Al Awamleh
 - **Working Group 5:** Linda HaddadModerator for the plenary session: Moises Venancio
Rapporteur: Ingjerd Karstensen
- 12:00 – 12:15pm **Coffee**
- 12:15 – 1:30 pm **Bringing the pieces together: A new team approach for an agile and responsive Regional Hub in the new UNDP: 2019 and beyond**
Speakers: Sarah Poole, Khaled Abdelshafi
Session focal points: Yakup Beris, Dima Al-Khatib, Jennifer Colville, Huda Khattab, Susanne Dam Hansen
Rapporteur: Magda Janiszewska
- 1:30 pm **Lunch and departures**

ANNEX: QUESTIONS FOR THE WORKING GROUPS-

Session “Fitting for Purpose: Alignment of the Hub with the new UNDP and Repositioning in the Region”

Working Group 1: Policy and thought leadership in the new UNDP

- Questions for the group:
 - What are the key entry points and approaches for the hub to strengthen its policy advice support to the COs and in influencing/supporting the global development agenda?
 - What are the priority policy and analytical/knowledge products that should be produced by RBAS and how can the Regional Hub take the lead taking into account the regional development issues and challenges? Frequency and responsibilities of the RH team.
 - How will the impact of the policy support be measured by the Regional hub and from existing tools?
 - How can policy advisory and regional programme teams work together towards policy and thought leadership; e.g. through the analytic work produced? How can they be better integrated into the new GPN? What kind of partnerships with external institutions can be sourced for this purpose? How can the new PPM help?

Working Group 2: Integrated solutions implementation/support, linked with country support platforms

- Questions for the group:
 - How can the hub best support potential country support platforms through integrated missions? What are the potential entry points in terms of thematic focus?
 - Do we foresee any CO demands for the set-up of thematic platforms that would require integrated teams support?
 - Given the lessons learned in the past, what’s the most practical way of putting teams together across the hub and integrating regional programme into the integrated country office support?
 - What can be done programmatically to support innovation work- regionally as well as at the country level- i.e. through the accelerator labs?
 - What partnerships are working and what additional partnerships are needed through the existing and potential programmes for more coherent delivery?
 - What synergies can be pursued across different regional projects for better impact?
 - How can COs tap into regional networks that have been established by the regional programme? Are there needs for new ones? Can they also facilitate technical assistance on key issues at the country level- i.e. through south-south exchange?

Working Group 3: Activating “Community of Practices”

Background material: CoPs global concept note (defines scope, role, etc.)

- Questions for the group:
 - Which Communities of Practice (CoPs) should the Regional Hub lead on? Please provide the rationale behind recommendation
 - What could be concrete inter-hub exchanges to reinforce the thematic CoPs (existing and proposed new ones)
 - How could the COPs influence/enhance policy development and thought leadership at the regional and the COs level
 - What should be the target audience of the COPs? Who should be involved in the COPs? Should the membership include external partners? Should we pursue a phased approach
 - What could be some of KPIs for the CoPs
 - How can the COPs be linked to regional programme work, e.g. the regional networks and partnerships established?

Working Group 4: Accelerating Operations with new PPM as a key opportunity for innovation and improving delivery

- Questions for the group:
 - Which opportunities does the new PPM provide for better CO support and how can programmes be delivered effectively and more innovatively?
 - How can the hub further benefit from the simplified business processes that UNDP has recently introduced? And what other processes can be simplified further to accelerate delivery and better support COs?
 - How can the hub take on provision of operational services in unusual situations where COs might not have enough capacity or going through crisis?
 - What are the tools/mechanisms that the Hub can put in place to be used at a regional level?

Working Group 5: The new draft UNDP digital strategy: Seeking programmatic and operational entry points

- Questions for the Group
 - The UNDP digitalization strategy includes: the need of serving partners governments to develop digital solutions to their complex problems. How can the hub help leverage the digital and technological capacities of Country Offices to achieve this vision?
 - Are the Arab countries governments adopting more digital tools to solve their development issues? What are the key digital opportunities and challenges of these countries? and how can the hub assist them.
 - Could the UNDP country and regional projects deliver more efficiently if they include digital solutions/options during their formulation?

- How can the hub help country offices leverage digital and innovative solutions to increase cost effectiveness and efficiencies in UNDP's operation model?
- How can the regional hub transform digitally to provide better technological support to Country Offices and their governmental partners?