

# START



cinfo's activities and projects



"In a field as complex as international cooperation where challenges are constantly evolving, and needs are often ephemeral, constant attention to change and great subtlety are required."

# How we cultivate our role as facilitators on a daily basis

“Understand the problem → Identify the needs → Generate ideas → Design prototypes → Test them → Make improvements or find alternatives → Offer the service → Continuously adapt it based on your feedback.”

Whenever cinfo develops a new product for individuals or organisations, we take inspiration from these steps specific to the design thinking method. Because cinfo has a central mission: to be an innovative service provider where it is possible to simplify the lives of our clients.

Our team cultivates the facilitator role on a daily basis by calling on a specific skill (and quality), empathy. Empathy is the ability to take an interest in others, anticipate their needs and respond proactively. It is also a process that is both conscious and unconscious.

Take the example of cinfo's Communities of Practice, where member organisations meet to discuss specific topics related to staff development, security and safety, and further education. The format of the Communities of Practice includes sharing information on challenges and best practices. When cross-checked with other sources, this valuable information, such as cinfo's labour market surveys or the many informal exchanges, gives us a wealth of clues about the real needs of our

audiences. Our job is to interpret these needs, and further refine and prioritise them, with the intent to offer relevant solutions. This is where what I call “the conscious phase” of the empathy process comes in: we hold interviews with selected organisations or potential clients to discuss their challenges and expectations in depth.

In conclusion, I would like to stress that designing a service with a user-centred approach does not guarantee that it will be successful in the future. But in a field as complex as international cooperation where challenges are constantly evolving, and needs are often ephemeral or transitory, constant attention to these changes and great subtlety are an absolute necessity. Our familiarity to the people and organisations we work for makes us unique. At cinfo, we are committed to preserving our empathy, and continuing its development.

Lisa Isler  
Director cinfo



LISA ISLER,  
DIRECTOR CINFO

# Diversity and inclusion: is the sector on the right track?

Are diversity and inclusion adequately addressed in the Swiss labour market of international cooperation?

cinfo and BASS conducted a study focused on gender equality and the promotion of women's careers, possible wage discrimination, age and cultural diversity, and the inclusion of people with disabilities. Study coordinator Irenka Krone-Germann answers our questions.



### WHAT DO YOU MEAN BY 'DIVERSITY' IN THE SWISS INTERNATIONAL COOPERATION LABOUR MARKET?

Irenka Krone: Diversity in the international cooperation market refers to the integration of employees in organisations concerning gender, age, language, health or disability, nationality, religion and sexual orientation. This topic is gaining momentum as it allows for the integration of different perspectives and expectations of international cooperation professionals.

### WHY DID CINFO CARRY OUT A STUDY ON THIS SUBJECT?

Diversity and inclusion are major topics in all labour market studies, especially in the field of international cooperation, where the heterogeneity of people is particularly marked due to the mix of different cultures and working environments. In a professional world where the staff of organisations mainly work abroad, the issue of dual careers (the informal agreement between an expat couple of their chosen career paths) is crucial in order to include different career perspectives and to ensure gender equity which, at this stage, is not fully achieved.

**"DIVERSITY AND INCLUSION ARE ALL THE MORE IMPORTANT IN AN ENVIRONMENT AS HETEROGENEOUS AS THAT OF INTERNATIONAL COOPERATION."**

### GENERALLY SPEAKING, HOW FAR HAVE ORGANISATIONS COME WITH DIVERSITY MANAGEMENT?

The survey results show that the measures put in place by organisations to promote diversity are mainly in the areas of gender and age (e.g. women's quotas, intergenerational teams, creation of gender and inclusion officer positions). In the areas of language, disability and nationality, only half of the organisations are active. Concrete implementation measures are still lacking. In addition, only a minority of organisations deal with religion and sexual orientation issues.

Apart from guidelines or codes of conduct or the appointment of a diversity officer, concrete measures and monitoring instruments to ensure staff diversity and inclusion are conspicuous by their absence.

**"CONCRETE MEASURES AND MONITORING INSTRUMENTS ARE CONSPICUOUS BY THEIR ABSENCE."**

### WHERE IS THE GREATEST POTENTIAL FOR IMPROVEMENT?

Discrimination related to religion and sexual orientation, followed by disability (lack of effective inclusion) or nationality, should be better addressed within organisations. This is where the potential for improvement is most significant. Other areas too, such as equal career opportunities for women and men, display definite potential for improvement.

### CINFO ALSO LOOKED AT FLEXIBLE WORKING ARRANGEMENTS AND THEIR APPLICATION IN THE STUDY. WHY IS THIS SO?

Flexible working is a major theme as it affects all generations – the younger "Gen Y" and "Gen Z" and older people looking to work differently with more flexible working hours and patterns. The health crisis has shown how feasible it is to work differently. This includes working from home and flexible forms of work such as digital nomads, which are becoming increasingly popular as a way of reconciling private and professional life. cinfo has also looked at the concept of job and top sharing, which allows women and men to have a career while working part-time. This model also allows for the transfer of knowledge, which is particularly relevant in the international cooperation sector when considering intergenerational job sharing.

**"FROM DIGITAL NOMADS, JOB SHARING AND TOP SHARING – THERE IS A WEALTH OF FLEXIBLE WORKING MODELS THAT INTERNATIONAL COOPERATION ORGANISATIONS CAN EXPLOIT."**

→ [READ MORE](#)

**BASED ON THE STUDY'S RESULTS, CINFO DEVELOPED RECOMMENDATIONS TO ENCOURAGE DIVERSITY AND INCLUSION. HOW WERE THEY COMMUNICATED?**

The ten recommendations presented in the survey were systematically communicated to the international cooperation organisations with which cinfo has regular exchange. cinfo's member organisations were thus able to discuss the specifics and, above all, the feasibility of these recommendations. Through a brochure on best practices in this field, cinfo will soon present concrete tools for implementing these recommendations.

**WHAT HAS BEEN THE RECEPTION OF THESE RECOMMENDATIONS BY THE ORGANISATIONS?**

Organisations are well aware of the challenges in this area. However, they point out that diversity and inclusion measures adopted in Switzerland cannot be systematically applied in fragile working environments, where staff time commitment and flexibility must remain high, as is the case with humanitarian jobs. Therefore, it is important to take the contextual situation into account when considering the implementation of diversity measures such as the flexibilisation of workplaces.

**"IT IS MORE COMPLEX TO IMPLEMENT DIVERSITY AND INCLUSION MEASURES IN FRAGILE WORK ENVIRONMENTS."**

IRENKA KRONE-GERMANN IS CO-HEAD OF NETWORKS, KNOWLEDGE MANAGEMENT AND COMMUNICATION AT CINFO.

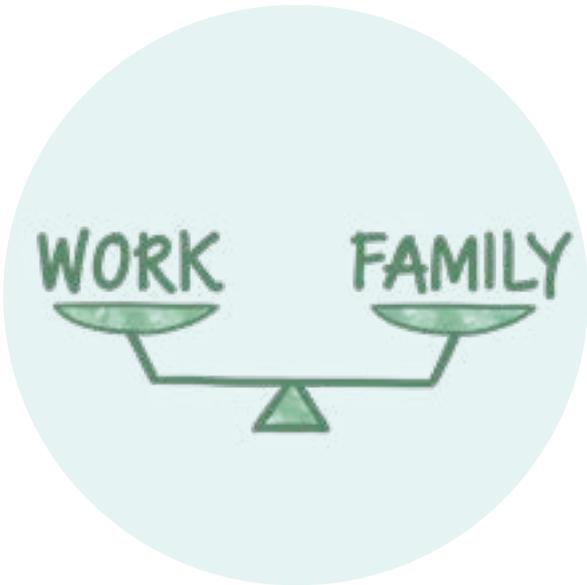


**WHAT DOES CINFO PLAN TO DO IN THE FUTURE TO FURTHER PROMOTE DIVERSITY AND INCLUSION IN THIS LABOUR MARKET?**

cinfo plans to encourage international cooperation organisations to analyse the implementation of flexible models in various contextual situations and develop new types of tailor-made jobs to support the transfer of the knowledge needed in the sector. Compensation for the loss of knowledge due to the gradual departure of the « baby-boomer » generation could be resolved if retirees could work temporarily in job sharing positions with younger people. Another possibility would be to have Swiss and foreign experts work in pairs at the same level of responsibility. This would ensure greater gender, age and nationality diversity.

On its blog and social networks, cinfo publishes best practices to present concrete cases of inclusion and diversity models that encourage international cooperation organisations still reluctant to apply them.

- Report, observations and recommendations: [www.cinfo.ch/en/publications](http://www.cinfo.ch/en/publications) → **Diversity and inclusion**
- Blog articles on best practice: [www.cinfo.ch/flexwork](http://www.cinfo.ch/flexwork)





## **A learning journey into leadership**

"Are you coming up with world-changing ideas, but you don't know where and how to start? Are you under 30 and passionate about leading the world towards a better future? Are you ready to join a diverse group of peers on a leadership learning journey?" These few lines alone sum up our new programme.

Supported by our partner, Fondation Botnar, this free, fully online learning programme is aimed at young people in 12 countries around the globe, from Colombia to Morocco, Ghana to Egypt, Switzerland to Vietnam. Offered once a year from 2021 to 2024, with up to 70 participants in each cohort, it specifically targets future changemakers who intend to positively change their living or working environment through various projects. The

Learning Journey equips the young participants with the skills needed to make a positive difference, sharpen their vision and develop their leadership style.

The first edition, which ended in Autumn 2021, was extremely positive and enriching for the participants. Discover below some extracts from their testimonials.

## Learn more

The second edition of the Learning Journey is underway. The recruitment of the third cohort will take place in early 2023.

[www.cinfo.ch/journey-to-leadership](http://www.cinfo.ch/journey-to-leadership)

“Unlike a standard leadership course that focuses purely on technical skills, this programme approached leadership as a state of being. The sessions include a good deal of reflection and discussion with people from different parts of the world who have ambitions to make a valuable contribution to their society. The whole programme is action-oriented, making it a quick-start guide to leadership, where learning is to be put into practice immediately in the individual/group project that follows.

My project involves developing a toolkit that enables educators to critically evaluate the resources they choose for teaching-learning. Through this, I am also looking to educate young learners in critical digital literacy. In the present age of misinformation, these skills are essential for being a responsible citizen.”

**Gayatri, Curricular Material Developer, India**

“Having had the opportunity to participate in this learning journey has given me many valuable experiences. Being able to share with young dreamers from all over the world has ingrained in me the importance of always being open to differences and loving those differences. In addition, thanks to the people who facilitated these learning sessions, I was able to challenge and strengthen my own skills as a leader. I really appreciate the way we focus on our being more than on the technical aspects of how to be a leader because we, as people, are the most important tool we have.

During the journey, I realised that I wanted to invest all my skills in accompanying and helping people like me, people with a disability. This programme gave me the momentum to start my own journey as a leader. From this experience, I take with me many beautiful people who, despite the distance, support me in my process. This, for me, was the most valuable; the support network we have built.”

**Marisol, Therapist, Colombia**

# Young Swiss talent now also at the World Bank

Every year, talented young Swiss graduates participate in the UN Youth Volunteer Programme funded by the Swiss government (SDC and PHRD). Since 2021, thanks to SECO's initiative, this programme also offers the possibility to gain professional experience at the World Bank. This is a world premiere!

UN Volunteers, the organisation responsible for the programme that works with donor governments and host organisations, published recently on its blog a series of success stories about the first batch of young volunteers at the World Bank. At cinfo, we warmly welcome this international spotlight on Switzerland's commitment to promoting young professionals in the field of international cooperation. Our role is multifaceted: we promote the programme, advertise all vacancies, process the applications and conduct the recruitment process. We also prepare the selected candidates for their assignment and support them during and after the assignment.

The first UN Volunteers article, published before the conflict in Ukraine, profiles Adrien, an education analyst with the World Bank in Kyiv. The second article introduces three other young volunteers: Júlia, involved in a landscape restoration project in Burundi; Nicholas, active in a human capital project in Egypt; and Gayané, involved in a needs and opportunities assessment project in Kosovo.

Here are some extracts from their testimonials:

**"BEING A UN VOLUNTEER IS A ONCE IN A LIFETIME OPPORTUNITY. WHILE IT PROVIDES AN EXCELLENT PROFESSIONAL EXPERIENCE WITHIN AN INTERNATIONAL ORGANISATION, IT IS PRIMARILY A LIFE EXPERIENCE." – ADRIEN**

**"IT WAS QUITE SPECIAL TO GO ON A MISSION TO A COUNTRY AND SEE HOW THE PROJECT TRANSLATES FROM PAPER TO REALITY, AND ESPECIALLY TO VISIT THE COMMUNITIES THAT WERE AFFECTED BY ONE OF OUR PROJECTS." – JÚLIA**

**"WORKING ACROSS DIFFERENT COUNTRIES ON HEALTH, EDUCATION AND SOCIAL PROTECTION ALLOWS US TO EXPLORE HOW PROGRAMMES LIKE COOKING OIL SUBSIDIES FOR GIRLS GOING TO SCHOOL CAN BUILD UP THE HUMAN CAPITAL, WHICH IS NECESSARY FOR COUNTRIES TO MOVE TOWARD SUSTAINABLE DEVELOPMENT." – NICHOLAS**

**"THIS PROGRAMME IS AN INCREDIBLE JOURNEY THAT LEADS TO NEW CONTEXTS, NEW CHALLENGES AND NEW PEOPLE. IT IS A GREAT LEARNING OPPORTUNITY, BOTH FROM A PROFESSIONAL AND A PERSONAL POINT OF VIEW. THE QUALITY AND IMPACT OF THE WORLD BANK'S WORK ARE WHAT KEEPS ME MOTIVATED." – GAYANÉ**



### Learn more

- Swiss Talent Programme at the UN and World Bank: [www.cinfo.ch/unyv](http://www.cinfo.ch/unyv). Next recruitment: August 2022.
- Adrien's testimonial: <https://bit.ly/38fP9zd>
- Testimonials of Júlia, Nicholas and Gayané: <https://bit.ly/3KY1ohd>

# Not just a mere copy of the traditional face-to-face forum

For the first time online, Forum cinfo 2021 was a two-day collaborative and interactive event. The online format allowed participants to join the event regardless of their location. More professionals based abroad benefited than ever before.

Over two days, around 1000 participants – from highly experienced professionals to young graduates – explored career and further education opportunities with some 50 institutions, interacted with their representatives at virtual booths and held one-on-one meetings.

The virtual forum had a diverse programme. Many “elephants” (as one participant defined them) from the field of international cooperation took to the stage and joined in the sessions. More than 60 speakers addressed various topics relevant to developing skills and advancing a career in the sector.

**“MY COLLEAGUES AND I FELT WE WERE ACTUALLY AT A PHYSICAL ‘EXHIBITION’. WE ENJOYED THE ABILITY TO MOVE AROUND, THE EASE OF NAVIGATION, THE HANDY ANNOUNCEMENTS SUCH AS POP-UPS WITH PROGRAMME ITEMS – ALL IN ALL, A POSITIVE EXPERIENCE.”**

ORGANISATION'S REPRESENTATIVE



# SAVE THE DATE

The next forum will take place on  
**11 NOVEMBER 2022.**  
Stay tuned!

→ BLOG ARTICLES AND PODCASTS FROM THE FORUM 2021: [WWW.CINFO.CH/VIRTUAL-FORUM-CINFO-2021](http://WWW.CINFO.CH/VIRTUAL-FORUM-CINFO-2021)

**“INTERNATIONAL COOPERATION IS A COMPLEX LABOUR MARKET WITH MANY OPPORTUNITIES WHERE YOU CAN QUICKLY GET LOST. I WAS VERY IMPRESSED WITH THE WAY CINFO MANAGED TO PROVIDE AN OVERVIEW AND MANY INSIGHTS INTO THIS LABOUR MARKET. I THANK YOU VERY MUCH FOR THIS EXTRAORDINARY ACHIEVEMENT IN TERMS OF CONTENT AND TECHNICAL ONLINE IMPLEMENTATION.”**

FORUM PARTICIPANT

## Commentary

“By organising the first online event of this scale, the cinfo team demonstrated the extent of its organisational and digital skills, combined with its high level of expertise in the professional field of international cooperation. We created an event from scratch that was not just a mere copy of the traditional face-to-face forum.

As diverse as they were, the forum audience experienced a unique, lively and multi-faceted event. Along with getting information and learning about a wide range of career and work-related topics, they were provided with a platform to express their views, interact, meet new people and organisations, and potentially build lasting relationships.

We are proud of the outcome and will continue to explore and utilise the opportunities offered by technology in the future while keeping the human aspects at the centre.”

Nina Prochazka, Project Lead



# cinfo launches Behind the Scenes

Do you have a burning question about working in a particular organisation? Or would you like to learn more about career opportunities from an insider? The new Behind the Scenes series is exactly what you need.

Behind the Scenes offers an online career chat with specific employers and international cooperation professionals several times a year.

Get inspired for your career, work or job search, find out how a specific organisation works or make new contacts. Behind the Scenes is an excellent way to get a thorough market overview.

The target audience varies from event to event – people with experience or new to international cooperation, people considering a career change, graduates or students.

Since mid-2021, cinfo has hosted numerous Behind the Scenes events with UN organisations and multilateral development banks. Some of the events were by invitation, and others were open to all. Of course, cinfo is considering different types of organisations for this highly effective format.

- Would you like to discover and participate in an upcoming Behind the Scenes event? Visit cinfo's agenda: [www.cinfo.ch/agenda](http://www.cinfo.ch/agenda)
- Are you an employer who wants to showcase your organisation's work and career opportunities? Behind the Scenes could be the ideal format! Contact us: [info@cinfo.ch](mailto:info@cinfo.ch)



**"OVER AN HOUR-LONG SESSION, AN EMPLOYEE FROM A SELECTED ORGANISATION PRESENTS THEMSELVES AND PROVIDES INSIGHT INTO A SPECIFIC TOPIC. EXPECT TO GET HONEST ANSWERS, NOT JUST STANDARD REPLIES. BE SURE TO STAY UNTIL THE END OF THE EVENT TO TAKE ADVANTAGE OF THE NETWORKING OPPORTUNITIES."**

LORAIN DING, CO-DESIGNER OF BEHIND THE SCENES



# cinfo is likely to find your next leader

cinfo's new service enables organisations to obtain a tailor-made recruitment programme for their key positions.

"Dear cinfo team, we want to recruit a new executive leader. Can you support us?" When organisations knock on cinfo's door with such a request, they will now find a dedicated service called 'Executive Search'. Is this something new? Yes and no.

Recruiting talent holds no secrets for cinfo. For many years, our international cooperation specialists have

developed expertise in the areas of HR branding, creation of job ads, talent sourcing, pre-selection of candidates, interviews and assessments. We have also set up the cinfoPoste talent pool, which provides access to a 'repertoire' of high-level profiles. cinfo's new innovation combines these activities into a single service to meet the growing challenges in the search for qualified personnel.

**"FINDING QUALIFIED EXECUTIVE CANDIDATES FOR A SPECIFIC PROFILE OR LOCATION IS BECOMING EVEN MORE DEMANDING AND COMPLEX. HIRING THE DESIRED PERSONNEL OFTEN REQUIRES MORE THAN JUST A JOB AD AND TAPPING INTO PROFESSIONAL NETWORKS. WITH CINFO'S EXECUTIVE SEARCH SERVICE, WE ACTIVELY APPROACH QUALIFIED INDIVIDUALS AND FIND THE RIGHT TALENT FOR YOUR KEY POSITIONS IN SWITZERLAND AND ABROAD."**



URS STAUFFER, HEAD OF HR MARKETING & RECRUITMENT AND DEPUTY DIRECTOR



By opting for Executive Search, organisations are not tied to choosing the whole package. The search strategy and the scope of the mandate are discussed in an in-depth briefing before the recruitment process commences. This allows the organisations to get a truly tailor-made programme, which can consist of the modules presented on the next page.

**"WE WORKED WITH CINFO TO RECRUIT A NEW DIRECTOR. THE CINFO TEAM WAS VERY PROFESSIONAL, EMPATHETIC TO ALL PARTIES INVOLVED AND TAILORED THE PROCESS FLEXIBLY TO MEET OUR REQUIREMENTS AND WISHES."**

STEFANIE RINALDI, CHAIR OF THE BOARD,  
AMNESTY INTERNATIONAL SWITZERLAND

**"THE SWISS ACADEMY FOR DEVELOPMENT (SA4D) COMMISSIONED CINFO TO PROVIDE SUPPORT IN THE SEARCH FOR A NEW MANAGING DIRECTOR. CINFO ORGANISED, COORDINATED AND ACCOMPANIED THIS PROCESS ACTIVELY AND VERY PROFESSIONALLY. IT'S GREAT THAT IT WORKED OUT SO WELL."**

DR. ERNST SCHLÄPFER,  
PRESIDENT OF THE FOUNDATION BOARD, SA4D

## The Executive Search modules:

### Market analysis

Our qualified, experienced consultants thoroughly understand the international cooperation labour market. cinfo has access to a valuable network established from many years of activity in the field of international cooperation in addition to its own talent pool, where the number of profiles is constantly growing.

### Interview

We support you in developing interview guidelines based on the predetermined selection criteria. Selected candidates are invited to an initial interview, which we organise and conduct. We evaluate and discuss these interviews together with you.

### Application management

We support you in drafting the job ad. The administrative processing of applications (publication on the cinfoPoste job portal, confirmations, rejections) is promptly provided. Once the application period starts, all documents are reviewed, and selected candidates are included in the longlist with comments. We then discuss the longlist together with you.

### Assessment

We can carry out an assessment of the candidates. After choosing the most appropriate assessment tool, our specialists organise and conduct the assessments. We discuss the results with you and the candidates. In this process, we work with our partner, the ILA Institute.

### Search and sourcing

We identify and contact qualified candidates in our cinfoPoste talent pool or via LinkedIn Recruiter. Candidates will be included in the recruitment process if there is mutual interest.

### Sparring

During the entire recruitment process, our advisors closely support your organisation. We assist you in selecting the best candidates and various other activities, such as obtaining references or further coordination.

### Pre-screening

Based on predetermined criteria, an initial phone call is organised with selected candidates to discuss aspects such as motivation, experience, language skills, and salary expectations. Based on the outcome, a shortlist is prepared and discussed together with you.

### Beyond the recruitment process: Executive Coaching

Our services extend to include executive coaching, whereby our coaches support your organisation and the selected person during the onboarding process.

→ MORE INFORMATION AND CONTACT: [WWW.CINFO.CH/EXECUTIVE-SEARCH](http://WWW.CINFO.CH/EXECUTIVE-SEARCH)

# “We can't get the images out of our heads...”

... the throng of desperate people at Kabul airport as the last international forces left in a hurry; the destroyed Ukrainian cities and the dead people on the streets of Butcha. Are these perhaps symbols that international cooperation has failed, that all efforts to promote peace and development have been in vain, if not counterproductive?

These and similar questions may have crossed the minds of many people who have been active in the sector for years and who often question the sense of the contexts mentioned, and also in many other, less sensational but equally important situations. It takes a lot of inner strength to persevere in situations where success is not obvious – at least not in the short term – and to improve if necessary, and not to give up.

**“IT TAKES A LOT OF INNER STRENGTH TO PERSEVERE AND IMPROVE.”**

Along with solid professional competence, international cooperation increasingly demands qualities such as the ability to deal with dilemmas, frustration and ambiguity tolerance (not everything is black or white – much is grey).

cinfo is aware of the high demands that the labour market and everyday reality place on those working in international cooperation. The confrontation with this work, the selection and the preparation of professionals require the greatest of care so that the individuals and organisations can carry out their work in the best possible way. We are aware of this responsibility.”



CHRISTINE BEERLI-KOPP,  
PRESIDENT OF THE FOUNDATION BOARD, CINFO

## **Collaborating with an ambitious organisation in the making**

The Wyss Academy for Nature at the University of Berne asked cinfo for expert support in assessing candidates for a series of newly created strategic positions.

Through the voices of the Wyss Academy and cinfo, find out why an impartial, external review was so beneficial for the recruitment process.

→ DISCOVER CINFO'S RANGE OF SUPPORT SERVICES FOR INTERNATIONAL COOPERATION ORGANISATIONS: [WWW.CINFO.CH/ORGANISATIONS](http://WWW.CINFO.CH/ORGANISATIONS)

## The Wyss Academy for Nature at the University of Berne

"Building diverse and multidisciplinary teams"

"The Wyss Academy for Nature's vision is to achieve a just and sustainable world where nature conservation and human wellbeing reinforce each other.

The Wyss Academy for Nature was established in 2020 by the Wyss Foundation, the University of Berne and the Canton of Berne. It brings together various stakeholders in academia, the public and private sectors, civil society and local communities to research, co-design and implement innovations to tackle climate change, biodiversity loss, land-use change and rising inequalities with the aim of achieving 'Sustainable Development Goals'.

Creating new pathways toward systemic transformation requires innovative forms of collaboration. We are convinced that diverse and multifaceted teams comprising researchers, diplomats, entrepreneurs and innovators, are key to realising our vision.

### "DIVERSE AND MULTIFACETED TEAMS ARE KEY TO REALISING OUR VISION."

Considering this and relying on previous experience, we sought cinfo's expertise in the recruitment of strategic positions to obtain objective second opinions on the candidates' fit into the organisation – so-called third-party reviews – and to conduct deeper assessments on candidates' skills and competencies.

Working with cinfo has been dynamic, uncomplicated and highly professional. Beyond its extensive expertise related to the labour market and the recruitment and selection of personnel, we very much appreciate cinfo's structured candidate feedback, which we deem valuable for making informed decisions.

We have recently become a member of cinfo's network and are looking forward to continuing our fruitful collaboration with them in candidate recruitment and assessment throughout the Wyss Academy's growth journey."

## cinfo, Beat Geiser

"Supporting a trail-blazing organisation"

"cinfo has over 20 years of experience in supporting organisations, from screening people for junior programmes to assessments for senior positions. Wyss Academy's recruitment request for various key roles in the organisation added a new dimension. The aim was not to select candidates or to assess profiles in depth, but to provide a second opinion.

It is a particularly challenging task to fill key roles in an organisation that is blazing new trails and has such ambitious goals as the Wyss Academy. What profiles does an organisation need to be able to work on a scientific basis, implement acquired knowledge quickly and successfully influence social and political conditions?

Can only those with scientific expertise achieve such results, or is solid experience in social processes more important? To what extent does knowledge of geographical and political processes contribute to success? Or does the key lie in personal commitment and the ability to collaborate with people of differing opinions? In short: what do successful candidates need to bring to the table? And on what criteria do we use to assess these candidates?

### "WHAT DO SUCCESSFUL CANDIDATES NEED TO BRING TO THE TABLE?"

These science-related, international positions focusing on the management and consultancy of hubs in Africa and Latin America attracted a wide range of candidates. This included academic profiles with experience on different continents, those with a scientific background and experience in policy issues, and researchers with broad management experience from the regions concerned or from Europe and North America.

Since the Wyss Academy mainly assessed professional skills, cinfo paid particular attention to the personality of the candidates. For this purpose, we used a psychometric procedure, the Bochum Inventory of Job-Related Personality Descriptions, for the interview and incorporated role-play scenarios into the interviews.

The Wyss Academy continues to strengthen its organisation. It's expected that cinfo will assist in further recruitment efforts."

# In today's hybrid working world, a community cannot do without a virtual platform...

The cinfo network currently consists of 33 members, various organisations in the field of international cooperation and training institutions associated with this sector. Recently, cinfo launched an online platform exclusively for them.

**"THE NOTION OF COLLECTIVE INTELLIGENCE TAKES ON ITS FULL MEANING HERE. THROUGH THE PLATFORM, WE WANT TO PROMOTE THE PERMANENT EXCHANGE OF KNOWLEDGE AND KNOW-HOW BETWEEN INSTITUTIONS AND NOT LIMIT EXCHANGES TO A FEW SPECIAL OCCASIONS DURING THE YEAR."**

NINA PROCHAZKA, CO-HEAD OF NETWORKS,  
KNOWLEDGE MANAGEMENT AND COMMUNICATION, CINFO



## What can be found on the platform?

- The who's who (list of member institutions and people present on the platform) and an individual chat
- A news feed where anyone can access or publish new informations
- A calendar with upcoming cinfo events (COPs meetings, Forum, Symposium, etc.)
- Articles on issues of interest or concern to the various COPs, as well as a discussion board
- A directory with documentation on these topics, as well as documents related to meetings and events

With the new platform, cinfo aims to strengthen direct interaction with and between the members, offer them new networking opportunities, and promote a sense of belonging in the community.

The platform brings together all network communications and cinfo services and allows easy access to resources provided for and contributed by members. It enables more transparent communication and better coordination between the parties. It also facilitates the continuity of exchange in the period between the bi-annual meetings.

The goal of the new platform is to unify various roles and functions. Those invited to join are:

- Representatives from the organisations: appointed cinfo network membership representatives and HR, security and training specialists active in Communities of Practice (COPs) dedicated to these areas of interest
- Representatives from cinfo: COPs coordinators, staff active in the various areas of interest and platform administrators
- Representatives from the Swiss Confederation: professionals active in the COPs

## Evaluation of the platform after the first quarter since launch

A few months after the launch date, a first evaluation was conducted with contrasting results. Members are more reactive than proactive. When cinfo publishes information or content, it is well received and occasionally generates reactions. However, members are still somewhat reluctant to post content on their own initiative. In particular, theme-specific contributions are rarely contributed to the platform.

Aware that building a community does not happen overnight, the cinfo team plans a series of actions to encourage interaction. We will consistently inform our members about the benefits of regular use of the platform.





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**Job Portal and Recruitment**  
**HR Marketing**  
**HR and Career Development**  
**Networking**  
**Monitoring**

**On behalf of the Swiss Confederation and in collaboration  
with the main organisations in the sector.**