



**United
Nations**

**Ombudsman and
Mediation Services**

TAKE 5

**IS SOMEONE'S
BEHAVIOUR
UPSETTING YOU?**



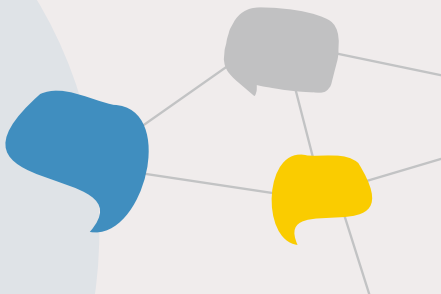
Here are five practical actions to help
you have a conversation about it.

01

PAUSE, THEN APPROACH

Take time alone to think
and re-center.

Next, ask for an appointment to speak
together, undisturbed, and explain why
you would like to have a conversation.





02

STATE THE FACTS

During the conversation, describe the situation and what happened that bothered you.

Be factual.

Avoid judgements or opinions.

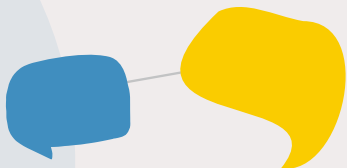
03

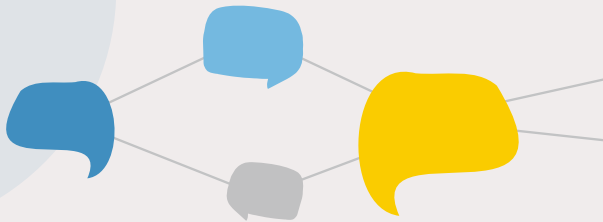
DESCRIBE THE IMPACT

Describe the impact of
the behaviour on you.

Do not assign blame or
make assumptions.

Use “I” statements.

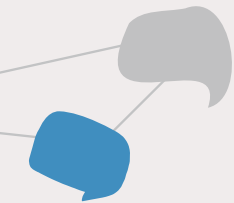




EXPLAIN YOUR MOTIVATION

Explain why you are bringing it up.
Extend the “benefit of the doubt”:
the other person may not be aware
of the impact of his or her behaviour.

04



50

REQUEST BEHAVIORAL CHANGE

Make a request for a change in behaviour. Focus on behaviour and not values or personality. And be ready to listen to the other person.

HAVE A CONCERN OR QUESTION?

The Office of the UN Ombudsman and Mediation Services is here to help resolve a wide range of work-related issues.

WE ARE

INDEPENDENT

NEUTRAL

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CONTACTING AN OMBUDSMAN IS A SAFE FIRST STEP

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