

# BUILDING A HARMONIOUS UN WORKPLACE ONE CONVERSATION AT A TIME



**United  
Nations**

Ombudsman and  
Mediation Services

# AN OMBUDSMAN IS HERE TO HELP YOU

Are you facing a difficult situation at work and you don't know what to do? Contacting an ombudsman is a safe first step. We help you address your workplace concerns confidentially and with dignity, one conversation at a time.

Effective handling of workplace conflict requires making sense of it, understanding its complexity, and learning new skills to address it. At times, you may need a neutral third party to support you or to intervene. The Office of the United Nations Ombudsman and Mediation Services can help you!

The Office of the United Nations Ombudsman and Mediation Services is **independent** in structure and function from all UN organs and officials. We maintain strict **confidentiality** and do not disclose any information about individual cases or visits. We are a **neutral third party**, helping UN employees address their workplace concerns and resolve conflicts through **informal means**.

---

We are here to listen.

Come early.

Don't wait for the problem to fester.

---

We have offices around the globe ready to help you, and we can provide services in person or virtually, in any of the six official languages of the United Nations.

Why wait? Contact us now! No issue is too big or too small.



# WHAT CAN YOU EXPECT FROM US?

As a first step, we will listen to understand your specific work-related concerns. Together, we will review options and assess consequences.

Depending on your preference, we may then offer individual conflict-coaching sessions; we could offer to facilitate difficult conversations, conduct mediations, or tailor group interventions to address conflicts within teams.

We will share guidance and clarifications on procedures, rules and practices of the Organization, and/or refer you to other entities that may be able to provide assistance.

We are not an office of notice and do not participate in any formal adjudicative or administrative procedure relating to concerns brought to the Office's attention.

You can trust that all communications with the Office are kept confidential. We are here to help you make an informed decision. Through it all, you are in the driver's seat: ombudsman and mediators will not tell you what to do.



---

## HOW WE CAN SUPPORT YOU

**Conflict coaching:** Strengthening your ability and confidence to take the appropriate steps to resolve a workplace issue or dispute.

**Shuttle diplomacy:** With the consent of both parties, negotiating between the parties to assist in reaching an informal resolution.

**Mediation:** Assisting parties as a third neutral party in a voluntary and confidential process to resolve a specific, identified workplace issue or dispute.

**Facilitated conversation:** Supporting personnel when communications with a colleague became difficult or strained. A facilitator will help parties to reach resolution, gain mutual understanding and move forward.

**Special initiatives:** Supporting UN Secretariat-wide initiatives to address racism and promoting dignity for all in the UN workplace.

---

### IN THE WORDS OF ONE VISITOR

*"Knowing that there is someone within the UN who was willing to listen to me, support me and guide me through the process was a great strength to me."*

### OUR CORE PRINCIPLES

INDEPENDENCE  
NEUTRALITY  
CONFIDENTIALITY  
INFORMALITY

# CONTACT US

We, at the Office of the UN Ombudsman and Mediation Services, are here to serve all current and former employees of the UN Secretariat, and various entities of the UN System with which we have agreements.

We provide services to all, in any of the official languages, virtually or in person, regardless of duty station location, time zone, contract, type of issues, etc.

Should you have any questions, concerns, or difficult work-related decisions to make, don't wait: contact us today!



+1-917-367-5731



[unoms@un.org](mailto:unoms@un.org)



[www.un.org/ombudsman](http://www.un.org/ombudsman)



NEW YORK

GENEVA

VIENNA

BAMAKO\*

ENTEBBE

GOMA

NAIROBI

BANGKOK

SANTIAGO

\* Subregional office