

# Webinar Course Descriptions

**1. Getting to Know your Ombudsman: *Why it can help you, and when***

Who is the Ombudsman and how does the Office of the Ombudsman go about assisting staff and management? This presentation will clarify the work and role of our office, how we fit into the UN integrated conflict management system and what services we can offer to help you with any work-related concerns.

**2. Mediation - A Practical Introduction: *Why you will see more of it, and why that is good news***

We provide an overview of the process of mediation, which is one of the services available at our office to help solve conflicts in the workplace in an informal and effective manner. You will learn what mediation is, how it works, and why it can be so beneficial in ensuring a harmonious workplace for everyone.

**3. Effective Communication: *Turning any challenging conversation into a useful one, at no risk***

Having conversations, especially at work, can be very challenging! Managing difficult conversations can lead to greater trust amongst colleagues and enhance how we work together. Most importantly, learning how to communicate properly in complicated situations can reduce stress and ensure team cohesion. We will discuss, and show you with practical examples, how to improve your listening skills, ask thoughtful questions, and speak without fear, no matter how challenging the subject matter and context of the conversation.

**4. Managing Emotions: *Why it is fundamental in your most important discussions***

Regardless of culture, age, gender and employment status, we all have fundamental concerns that trigger our emotions. We look at six core concerns: Security, Respect, Belonging, Status, Autonomy, and Fairness. These concerns, or needs, greatly influence how we interact with each other. Understanding these concerns can help us manage our own feelings, understand the emotions of others, and establish positive emotional links with them.

**5. Introduction to Arbitration: *How Non-Staff Personnel and Staff Supervisors Can Resolve Disputes Effectively***

This course will provide a foundational understanding of arbitration as a dispute resolution mechanism included in the contracts of non-staff personnel such as consultants. It will explain the principles of arbitration and the mechanisms to prevent the escalation of conflicts by way of utilizing informal ways of resolving conflicts such as Ombudsman and Mediation services offered by the Office of the Ombudsman. This course is specifically designed for non-staff personnel as well as for supervisors who regularly engage consultants and other non-staff personnel so that they can appreciate the dispute resolution options available in the United Nations.