



A Conversation with the Mediator

*Mediation Unit of the Office of the
Ombudsman for United Nations
Funds and Programmes*

HOW TO:

**WORK,
COLLABORATE &
MEDIATE IN THE
UNITED NATIONS
WORKPLACE**

© Office of the Ombudsman for United Nations Funds and Programmes

The Office of the Ombudsman for United Nations Funds and Programmes (the “Office”) is a confidential, neutral, independent, and informal resource for all members of the UNDP, UNFPA, UNICEF, UNOPS and UN Women workforce. The Office helps to prevent and resolve workplace disputes regardless of the type of contract or position (including managers, other staff members, and consultants).

Please feel free to reach out to the Mediation Unit if you have any questions about the mediation services and training programs it offers:

- **Mushegh Manukyan**, Mediation Specialist and Manager of the Mediation Unit, mmanukyan@unicef.org
- **Maria Migoya Fernandez**, Mediation and Conflict Resolution Officer, mmigoyafernandez@unicef.org

Mediation Unit of the Office of the Ombudsman for United Nations Funds and Programmes

304 East 45th Street

6th Floor, Room FF-671

New York, NY 10017

USA

Telephone: +1 646 781 4083

Fax: +1 212 906 6281

Email: mediation@fpombudsman.org

Overview of the Program

The Mediation Unit has launched a series of 1.5-hour training events titled “A Conversation with the Mediator,” aimed at bringing mediation closer to the country offices despite the pandemic. “A Conversation with the Mediator” includes two components. First, it offers a mediation training session for all personnel (regardless of contract modality), with a focus on the selected country offices of the five agencies the Office of the Ombudsman serves. Second, for those who are interested, it allows participants to book a time slot with a mediator to explore the suitability of mediation for concerns they may have. Where possible, the program will provide a unique opportunity for staff to meet [the members of the Global Mediation Panel](#) who are based in their countries.

Schedule

The schedule of the sessions is available on the website of the Office at: <https://fpombudsman.org/wp-content/uploads/2021/03/Mediator-Program.pdf>. It will be regularly updated when the logistical details are agreed upon with the country offices of the five organizations.

Registration

No registration is needed for participation in the training part of the program. You should receive a calendar invite from your local office. If you have not received an invite, please contact us.

If you'd like to speak to one of our mediators after the training session, please register to book one of the four

limited slots available for an intake confidential conversation with [Mushegh Manukyan](#) and [Maria Migoya Fernadndez](#), or, if available, with the members of the [Global Mediation Panel](#). The registration form is available at: <https://www.surveymonkey.com/r/FP7TFZP>. If your plans change and you are no longer available for an intake call, please let us know as soon as possible – your reservation may prevent other colleagues from benefiting from the program. Following the registration, we'll reach out to you to offer the time slots available for the specific country office. If all time slots have already been taken, please reach out to us at mediation@fpombudsman.org – we may be able to open a few more slots.

Who can participate?

All contract holders of UNICEF, UNDP, UNOPS, UNFPA, and UN Women can participate in the program. Currently, the program targets the following offices: Argentina, Brazil, Croatia (Bosnia / Montenegro / North Macedonia / Serbia), Denmark, DRC, Ethiopia, Honduras, Hungary, India, Indonesia, Jordan, Kenya, Lebanon (Egypt), Madagascar, Mexico, Mozambique, Nigeria, Senegal, Switzerland, Syria, Thailand, Turkey, Uganda, and Uzbekistan.

If you are not from one of the listed country offices, you are still welcome to participate in the training. However, for the confidential intake calls, we'll give priority to the colleagues from the above country offices.

Why participate?

The program will allow you to learn more about mediation and the mediation services offered by the Office of the Ombudsman. In addition, if you have an ongoing concern that you'd like to discuss with the Office in a confidential

setting, the program will provide an opportunity to do so through the confidential intake sessions offered at the end of the training. You can register for one of those slots at: <https://www.surveymonkey.com/r/FP7TFZP>

Where to find more information about mediation?

Please visit our website to learn more about mediation and the mediation services provided by the Office of the Ombudsman.

Our website, <https://fpombudsman.org/what-we-do/mediation/>, includes useful mediation materials, including a mediation guide, information about our trainings, a mediation process booklet, FAQs, and much more.

You can also watch our short mediation video.

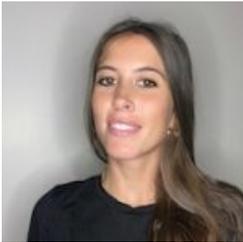


Team



Mushegh Manukyan, Esq., Ph.D. is a mediation specialist. He manages the Mediation Unit. Mushegh is an international attorney, mediation pioneer, and arbitration counsel with over 15 years of experience. Mushegh holds BA, MA, and Ph.D. degrees in law, and an LL.M. from Harvard Law, where

he initiated the project “[16 Minutes of ADR](#)” and the Harvard Arbitration Discussion Series. More about Mushegh can be found on [our website](#).



Maria Migoya Fernandez is a mediation and conflict resolution officer. She coordinates and manages day-to-day office operations and plays a role in supporting mediation and conflict-resolution activities. Maria has a degree in law and an LL.M. in International and European Law from the University of

Brussels. More about Maria can be found on [our website](#).



Where possible, the mediators of the [Global Mediation Panel](#) will also join the training sessions to conduct intake calls and hear the workplace concerns of personnel. The mediators have vast experience in mediating a wide range of conflicts around the world. Some of the

mediators are champions of advocating mediation in their countries.