



A Conversation with the Mediator 2022

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

HOW TO:

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

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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
Email: mediation@fpombudsman.org

Overview of the Program

Since 2021, 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 and teams 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 or HQ teams 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 workplace 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. It will be regularly updated when the logistical details are agreed upon with the country offices and teams 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.

Although participation in the training portion of the program does not require registration, the one-on-one

intake sessions with a mediator require registration. If you'd like to speak to one of our mediators after the training session, please register to book one of the limited slots available for an intake confidential conversation with [Mushegh Manukyan](#) and [Maria Migoya Fernandez](#), or, if available, with the members of the [Global Mediation Panel](#). The registration form is available at www.surveymonkey.com/r/CWM2022. 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. The 2022 list of the country offices and HQ teams is posted on the website of the Office. If you are not from one of the listed country offices, you are still welcome to participate in the training session. However, for the confidential intake calls, we'll give priority to the colleagues from the above country offices. That said, if you have a workplace issue that you'd like to discuss with us, please contact us at mediation@fpombudsman.org or ombudsmediation@fpombudsman.org.

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.

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 mediation newsletters, a mediation guide, information about our training programs, a mediation process booklet, FAQs, and much more.



You can also watch our [“Peace at work”](#) interviews with our mediators to learn more about mediation.



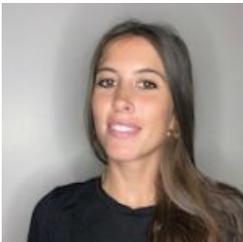
In addition, we highly encourage you to take our flagship course [“Mediation as an Effective Way of Resolving Disputes”](#).

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 School.

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.