



Office of the
Ombudsman

for United Nations Funds and Programmes

MEDIATION TRAINING PROGRAMS

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-related conflicts regardless of the type of contract or position of the involved personnel.

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

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PROGRAM 1

Mediation – A Practical Introduction

Although conflict in the workplace is inevitable, with a proper understanding of conflict resolution principles and skills, it can be managed and often resolved more effectively.

This one-hour foundational training program on mediation provides an opportunity for staff, non-staff personnel, and management to have a basic understanding of mediation, its principles, and its rules. The objective of this training is to raise awareness about the usefulness of mediation in the UN workplace so that staff and non-staff personnel can use it more frequently.

This training is typically offered as an inter-agency global webinar or as a standalone program for the headquarters and country offices.

Please visit our website to check the dates of the forthcoming inter-agency global webinars, or reach out to the Mediation Unit to request more information.

PROGRAM 2

Mediation for Human Resources Professionals

This program is an up to 3-hour intensive learning course on mediation through direct experience, observation, enhanced practice, and reflection. The program comprises a general session (2 hours) and practicum (1 hour).

In the general session, the program will first demonstrate why mediation continues to grow in popularity as a means to address workplace conflicts, as well as discuss the rules and principles of mediation. The practicum of the program allows participants to apply professional mediation techniques in a simulated scenario, in which the participants will have an opportunity to serve as a mediator and as parties. The practicum allows them to reflect on how to incorporate these techniques into their daily work as HR professionals.

The course is recommended for human resources and other people-oriented professionals who want to learn and practice how to become more effective in dealing with all sorts of conflicts and how to identify the level of escalation of the dispute so that proper referral techniques can be applied.

One of the goals of the program is to ensure that the participants are able to effectively refer cases to the Office of the Ombudsman, where necessary.

PROGRAM 3

Conflict Management & Mediation For Supervisors

This one-hour program is specifically designed for managers and supervisors with the goal of equipping them with much-needed skills in conflict management and conflict resolution in the UN workplace.

The program focuses on the main responsibilities of the supervisors stemming from the key UN documents in this regard, such as the Secretary-General Bulletin of 10 September 2019. The program also provides tips and recommendations on how to address conflicts in teams, including through referring conflicts to the Office of the Ombudsman for mediation.

Although there is no formal prerequisite to this program, it is highly encouraged that the participants take the “Mediation – A Practical Introduction” or the general session of the “Mediation for HR Professionals” program, as the case may be, prior to this course.

Please reach out to the mediation unit to request more information.

TRAINING TEAM



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

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

CONTACTS

Mediation may be requested by emailing the Office at ombudsmediation@fpombudsman.org or mediation@fpombudsman.org with a brief description of the situation. Once a need for mediation is expressed and the Mediation Unit determines that mediation is appropriate, the Mediation Unit will obtain both parties' consent to the mediation process to start the process.

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**“IN THE MIDDLE OF EVERY DIFFICULTY LIES
OPPORTUNITY.”
ALBERT EINSTEIN**