



Office of the
Ombudsman
for United Nations Funds and Programmes

WORKING TOGETHER TO FIND SOLUTIONS

Mediating Around the World

Mediation Newsletter | 10th Edition | October–December 2023



📍 304 East 45th St
Room FF-671, New York
NY 10017, USA

☎ +1 646 781 4083
✉ mediation@fpombudsman.org
ombudsmediation@fpombudsman.org
🌐 www.fpombudsman.org

MEDIATION
HIGHLIGHTS

2023

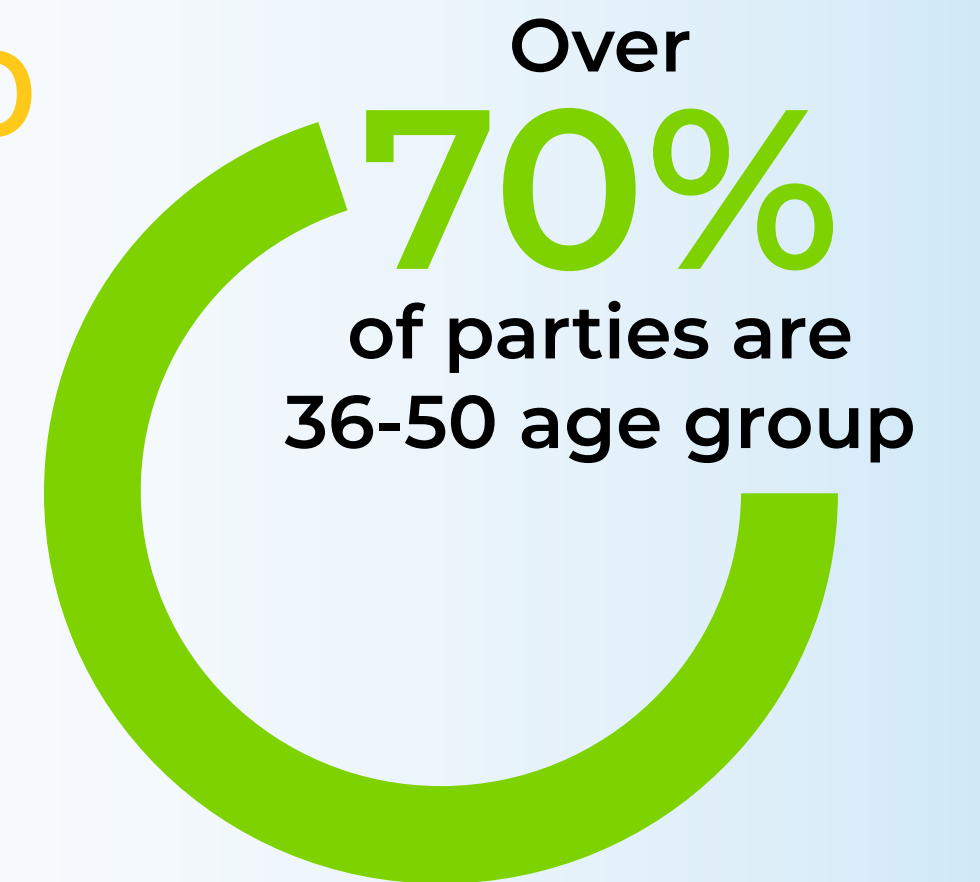
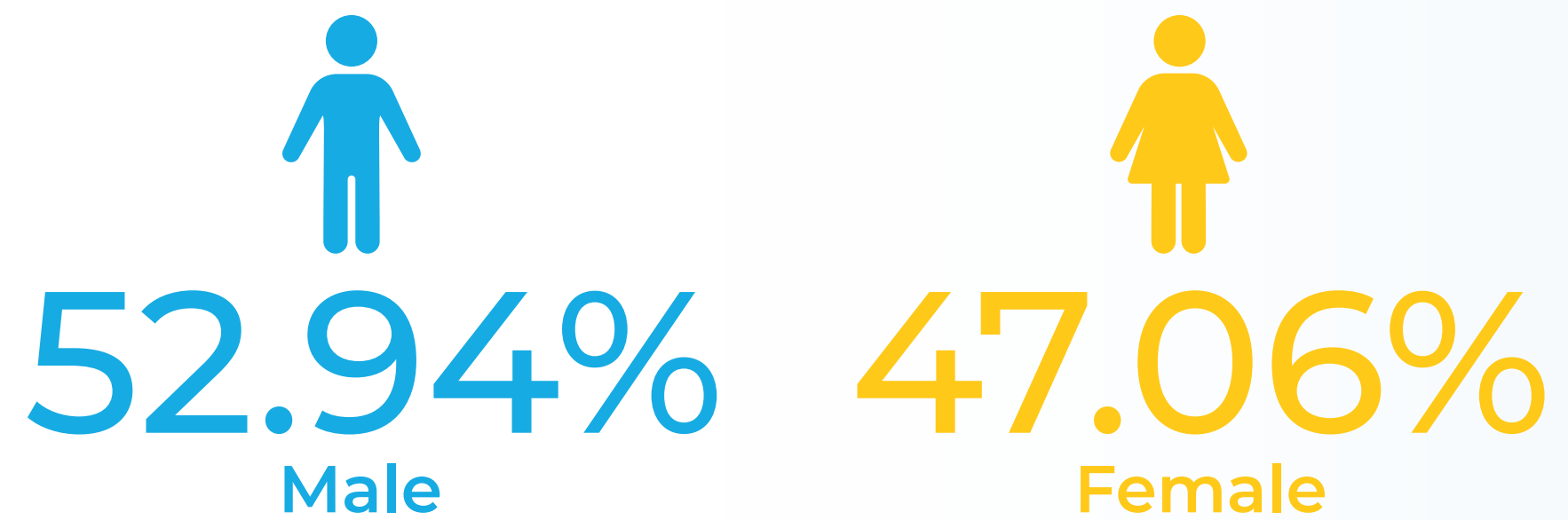
Number of Mediation requests

188+

Requests received from the Conversation with the Mediator program

98

Gender of mediation parties

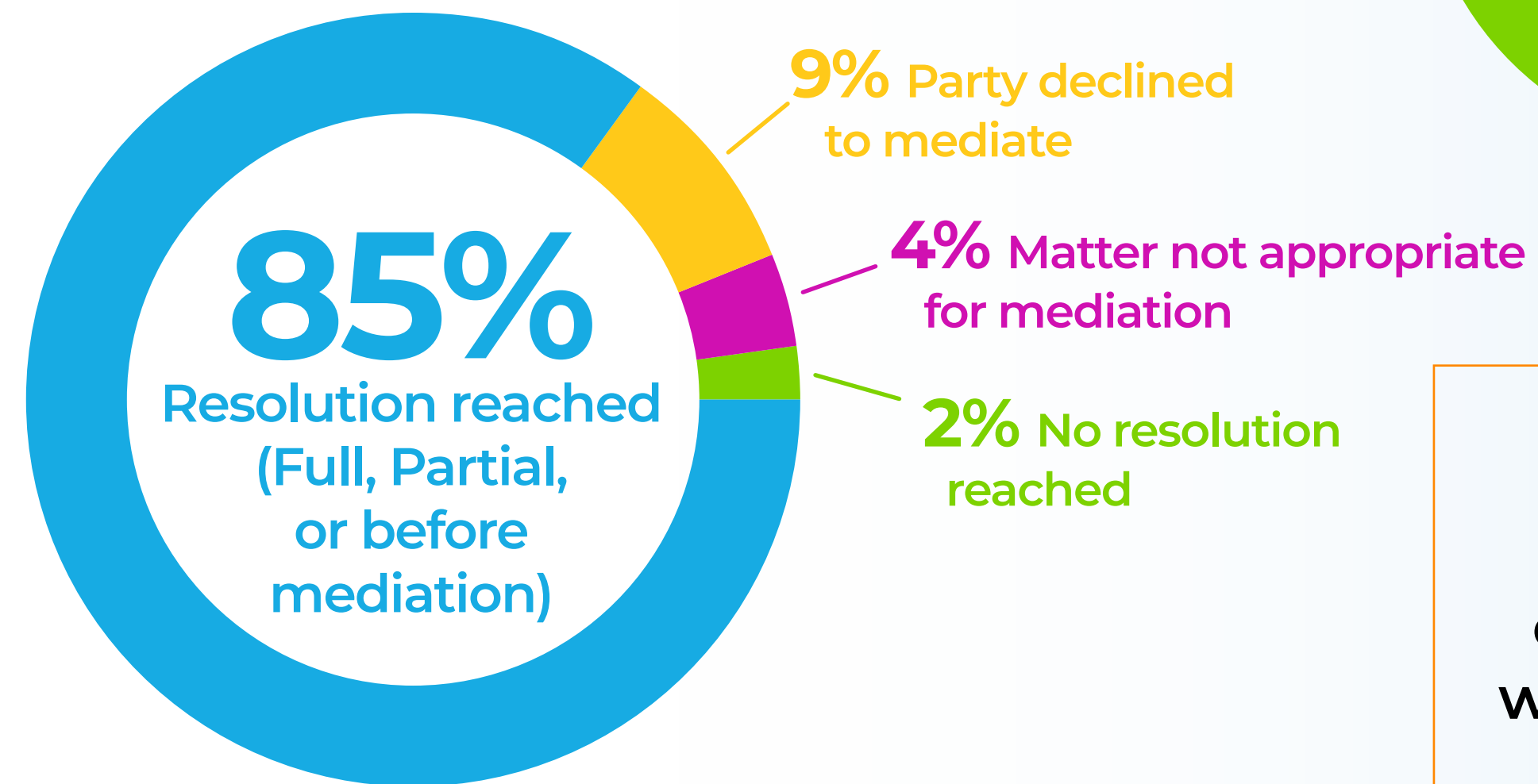


Mediation cases received per agency

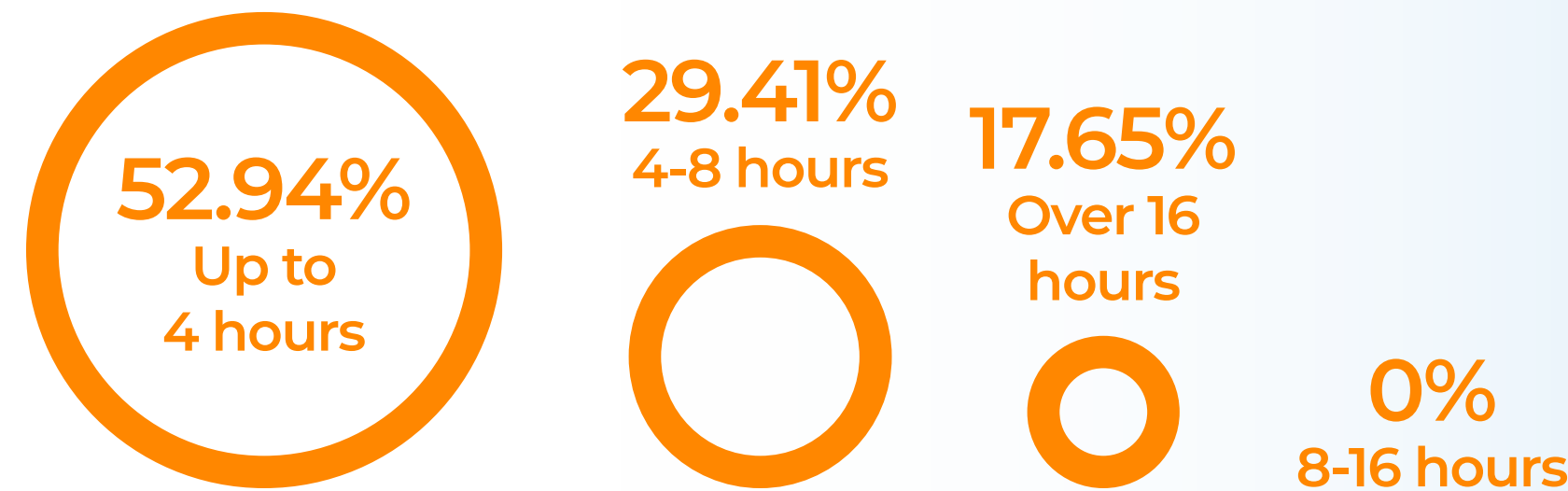
Mediation cases closed per agency

UNICEF	35	37
UNDP	22	26
UNFPA	14	14
UNOPS	13	14
UN Women	6	6
TOTAL	90	97

Settlement Rate



How long did the mediation take?



The mediator was effective in managing the session

4.82/5

I would choose the same mediator again

4.82/5

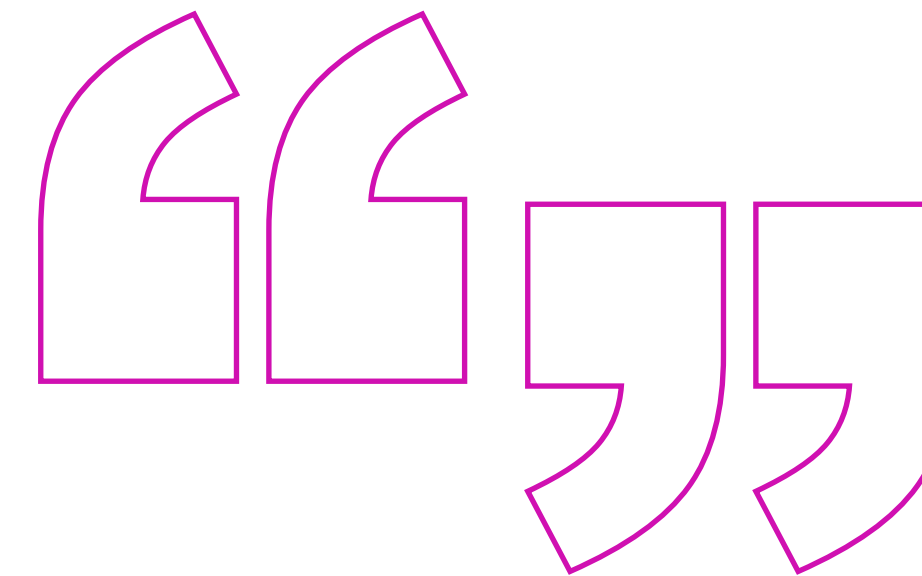
Would you recommend mediation to a colleague?

100%

Please rate your overall level of satisfaction with the mediation process

4.8/5

Feedback from Mediation Surveys



“It was a smooth and collegial process.”

“The mediator was very professional and made me comfortable.”

“Thankful for the mediation option to be available and to [the mediators].”

“My mediator had strong credibility particularly when the mediation threatened to fall apart. My mediator proposed solutions that were not in either party’ point of view and helped us come to agreement on a solution that met both our needs.”

“No nice words can describe [the mediator’s] competency, attitude, and professionalism. I am happy he was the one who handled my case.”

“It was my first time and I am content knowing that there is mediation support for workplace conflicts. My experience was comfortable and reassuring that there is a solution to a problem.”

“It was a great process.”

“I really appreciate the work held by [the mediator], a sensitive professional who has a deep knowledge of his role and UN system. Comparing this process to the previous one I took, when I had the chance to meet the ombuds office services, I can tell the sensibility regarding the inherent inequality of power between supervisor and supervisee is more accurate, with more understanding of veiled retaliation mechanisms – and how crucial it is to take them into account when advising someone making tough decisions within conflict processes –, without prejudice of the neutrality of the position the ombudsman occupies. The existence itself of the Ombud office, which I could only reached for this case because I previously knew it, is an important tool to support contract holders in guaranteeing their rights, as it has a duress – even informally – effect on supervisors. [...] As a recommendation, I suggest to make mandatory the information about the existence of the Ombud office for any contract holder along with the basic contract information, regardless of the contract type and especially for those in more vulnerable due to the fragility of the modality (such as consultants). [...]”

“Thank you for enabling such opportunities and alternative ways of dispute resolution.”

Conversation with the Mediator Program

1532

participants from
five UN agencies

98

registrations for an
intake process to
explore mediation

36

in-person intakes

List of Countries and Number of Participants

Programme Unit HQ	60	Palestine	36
Gabon	26	Azerbaijan	29
Cote d'Ivoire	47	China	33
Sierra Leone	29	Laos	40
Ghana	63	Myanmar	70
Guinea	29	Belize	2
Mauritania	36	Ecuador	97
Botswana	36	Eritrea	5
Burundi	61	Paraguay	36
Eswatini (Swaziland)	41	Niger	7
All in person HQ offices	38	Mongolia	5
Rwanda	9	Peru	115
Somalia	6	HQ in person	48
South Sudan	17	HQ CWM Event	69
Tanzania	57	Colombia UNICEF +	280
Zambia	55	TOTAL	1532
Zimbabwe	50		

32+

country offices
and teams

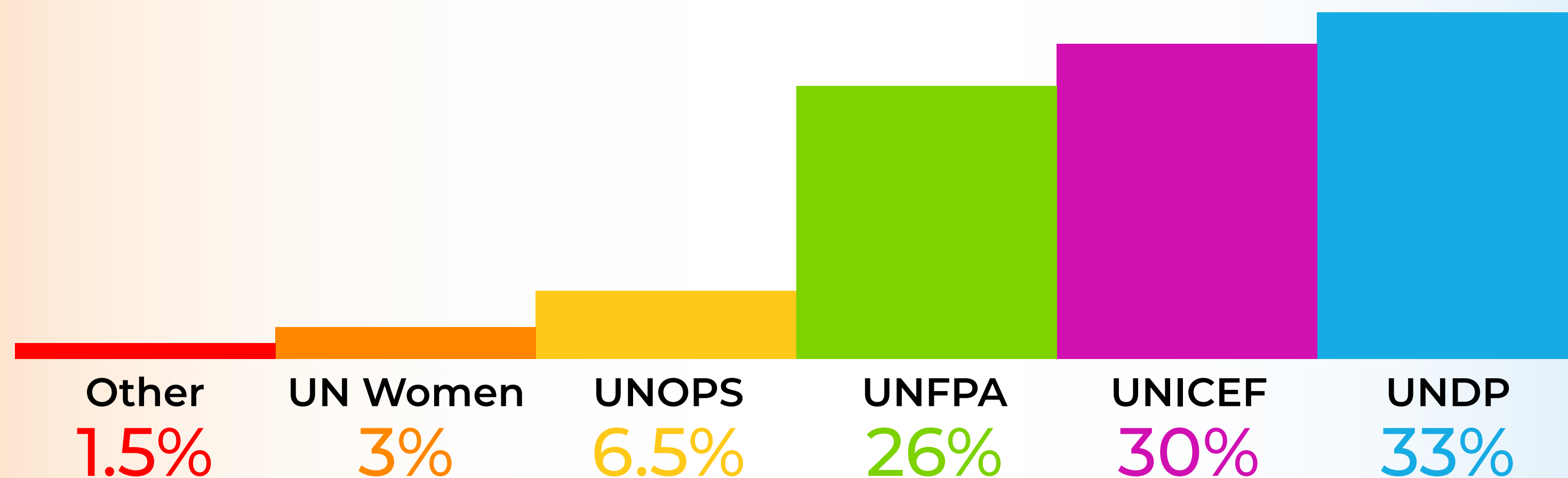
4

languages

3

in-person programs

Participation per agency



How useful was the program to you?

8.2/10

How likely will you attend future training sessions offered by the Office of the Ombudsman similar to this one?

8.4/10

What the Participants Say About the Conversation with the Mediator Program

“Keep doing your kind work.”

“Muy claros los conceptos.”

“It should be practiced at any office or workplace.”

“Good to join and learn a lot.”

“We need more of such sessions to raise awareness of the services. Also, there should be an effort to visit regions and country offices as the ombudsman office seems remote sitting in New York, and parties feel they do not fully understand the contexts in some situations. Additionally, also involve training interested staff to utilize their skills, i.e., staff with a legal background, previous mediation, or disciplinary experience as focal points to the ombudsman of office; that way, it can be contextualized to better address matters.”

“The session was really helpful and responsive to all the questions I had prior.”

“Thank you [...], you were fantastic. I look forward to the next session.”

“I appreciate the session. It made my mind to seek for the best orientation about my case. I am planning a personal meeting with one of you soonest.”

We would greatly appreciate your feedback to our mediation services.

PROVIDE FEEDBACK

**OFFICE OF THE OMBUDSMAN
FOR UNITED NATIONS
FUNDS AND PROGRAMMES**

If you'd like to reach out to the Mediation Unit, you can contact us at:

Email: mediation@fpombudsman.org

Phone: +1 646 781 4083

The Mediation Unit would like to thank all contributors to this newsletter, as well as our team who worked on this issue: Kayley LeFaiver (Design and Layout) and Mushegh Manukyan (General Editor, Manager of the Mediation Unit).