

LEARNING AND SKILLS DEVELOPMENT SESSIONS



HOW THE OFFICE OF THE OMBUDSMAN CAN HELP YOU

This session will clarify the work and the role of our office, how it fits within the UN conflict management system, and what services we offer to help you with work-related concerns.



HOW YOU CAN MANAGE CONFLICT

Transform workplace conflicts into opportunities for growth and collaboration. This session explores the nature of conflict and how it can be effectively managed and resolved. Learn how to navigate emotions during tense moments, apply practical conflict resolution and de-escalation techniques, and develop skills for giving and receiving feedback constructively.



HOW YOU CAN MANAGE EMOTIONS

Our core emotional needs—like feeling valued, understood, and included—shape how we interact with others. By understanding the underlying drivers, we can better manage our emotions, empathize with others, and build stronger, more positive connections.



HOW MEDIATION CAN HELP YOU

We provide an overview of the process of mediation, which is one of the services available at our office. You will learn what mediation is, how it works, and why it can be a valuable tool for managing and resolving workplace challenges.



HOW MEDIATION CAN RESTORE TEAMS

Learn how restorative mediation can restore trust and healing within teams after particularly challenging experiences that impacted several members of the team or the internal collaboration.



HOW YOU CAN CREATE A CIVIL WORKPLACE

Invest in a positive work environment. Learn practical skills to promote dignity, respect, and civility among colleagues.



HOW YOU CAN COMMUNICATE EFFECTIVELY

Build your skills for clear, effective, and empathetic communication. You'll learn how to prepare for difficult conversations, improve your listening techniques, and recognize how perceptions shape interactions. We'll also explore practical tools to help you communicate with greater confidence even in challenging situations.



HOW YOU CAN BUILD TRUST IN TEAMS

This session will equip you with practical tools to foster psychological safety within your team, creating an environment where colleagues feel comfortable sharing ideas, raising concerns, and embracing respectful disagreement as an opportunity for learning and growth.

www.fpombudsman.org | You can also check out our e-learning courses [here](#)