

CERN ombud

The CERN OMBUD

A service to all in all collaborations

AD/ELENA User Community Meeting - 18 January 2022

Laure Esteveny

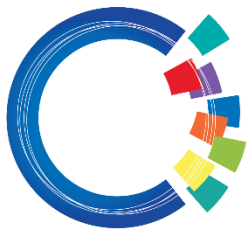
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<http://ombuds.web.cern.ch>



18 January 2022

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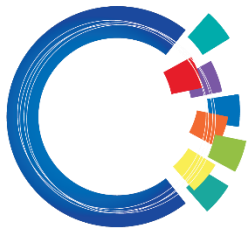


Who is the ombud?

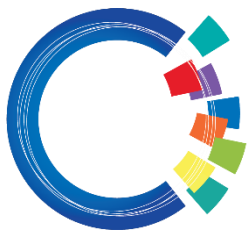
CERN ombud

- A service provided by CERN, in its role of host laboratory, to all in the CERN Community since January 2011 to:
 - Provide confidential assistance for the **informal resolution of interpersonal conflicts**, through active listening, mediation, consensus building and/or other conflict resolution methods
 - Raise awareness of and provide guidance in the application and interpretation of the CERN Code of Conduct
 - Detailed mandate from <https://ombud.web.cern.ch> home page
- An alternative to or supplement to other support structures (formal processes)
- Triggers awareness of top management (Host Lab and Collaborations) **on trends or issues** that have not surfaced through other channels
- The Ombud exercises this mandate according to **professional standards** set by the International Ombuds Association

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So what makes it unique?



CERN ombud

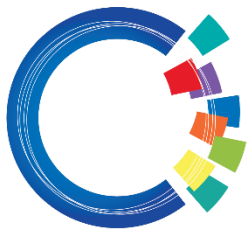
Confidentiality

Informality



Neutrality & Impartiality

Independence

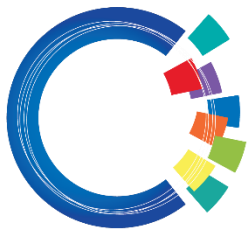


Four principles

CERN ombud

- ***Confidentiality***
 - The conversation is between the visitor and the ombud, no one else.
 - If asked and given permission, the ombud may contact other designated individuals.
 - Exception: Imminent risk of serious harm to anyone.
- ***Informality***
 - Not an agent of notice; not the place where to make a formal complaint.
 - The ombud does not conduct investigation.
 - It does not trigger any process, the visitor remains in full control of what happens next.

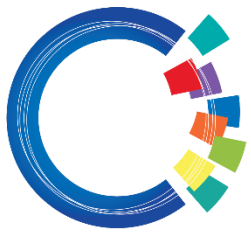
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Four principles

CERN ombud

- ***Neutrality / Impartiality***
 - The ombud tries to understand and help communicate the interests and rights of everyone but does not
 - Take sides in disputes
 - Try to help one person “win” and another “lose”
 - Advocate for individuals
- ***Independence***
 - The ombud is not part of any operations/management and it is a last job before leaving CERN
 - No conflicts of interest and a truly external view

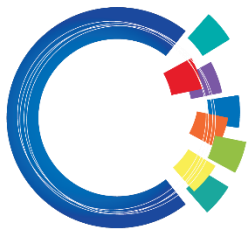


What do you find in the OO?

CERN ombud

- Active listening and a sounding board
- Conflict resolution guidance
- Facilitated conversations
- Shuttle mediation
- Structured mediation
- Information about policies, rules, rights, procedures, “how things work here”
- Referrals to other support structures
- Etc.

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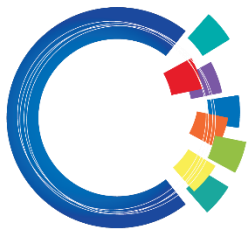


Who is the 4th CERN Ombud?

CERN ombud

- Came to CERN in 1986 as a fellow in DD
- Many years of engineering of information systems and computing project leadership
- Joined LHC Office in 2003
- Internal Auditor as of 2004
- Head of Internal Audit 2009 – 2015
- Launched the CERN Alumni network in IR in 2017
- CERN Ombud since 15 April 2021
- Fully trained as Ombud and as a workplace mediator – Access to a number of professional ombuds networks
- More at <https://www.linkedin.com/in/laure-esteveny-0177999/>

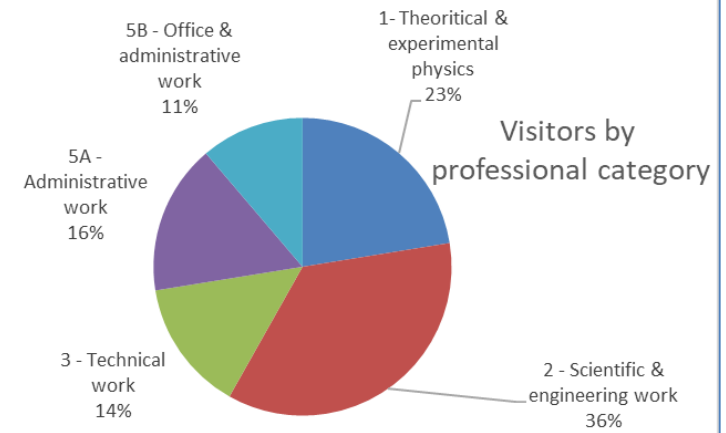
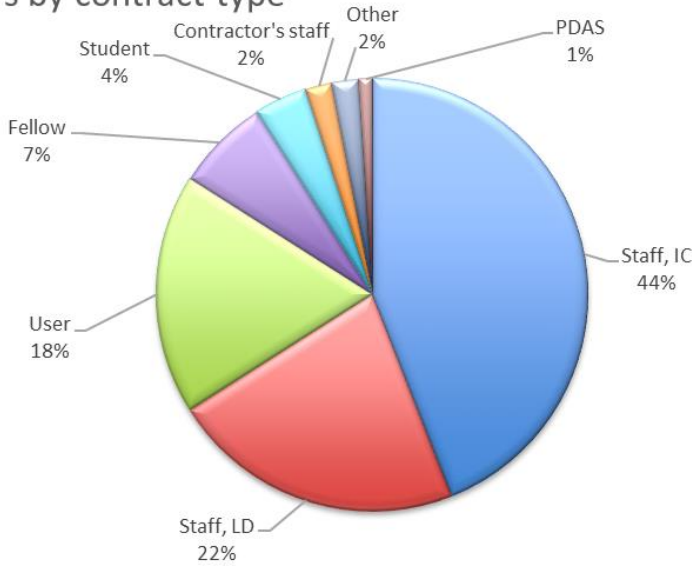
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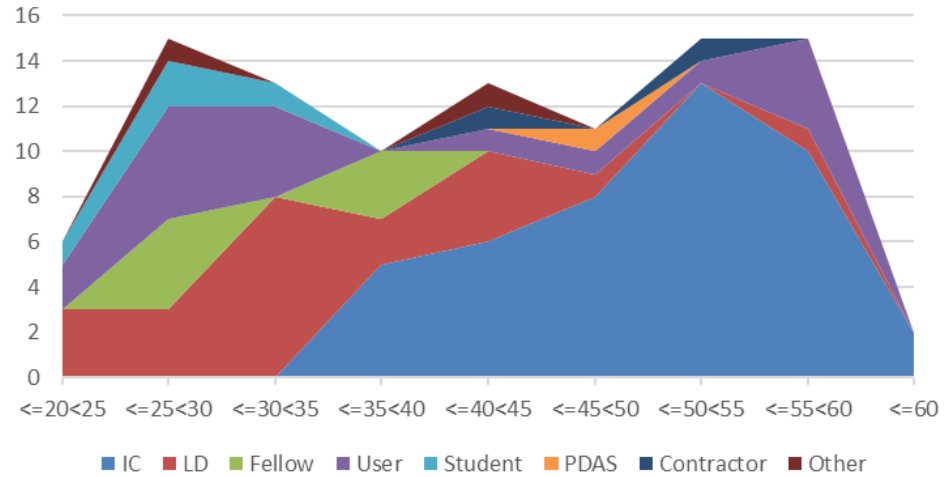
Visitors in 2021

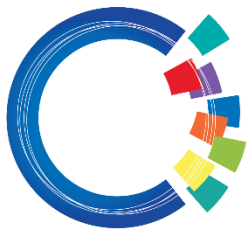
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Visitors by contract type



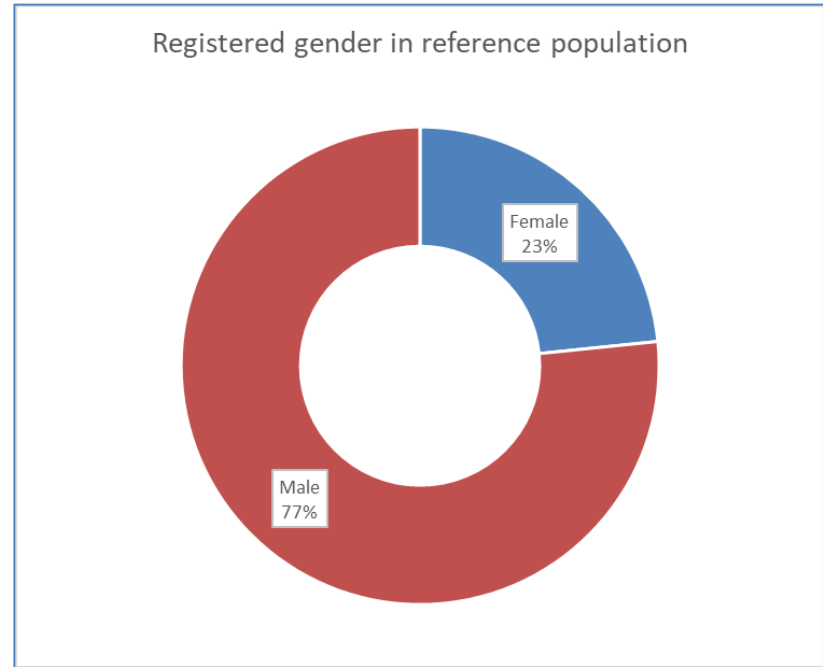
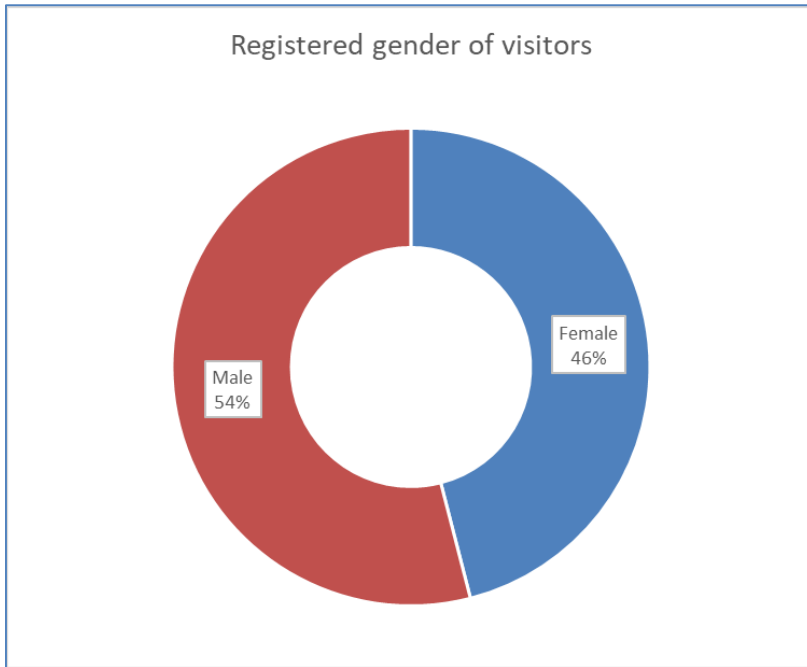
Visitors by age range and contract type



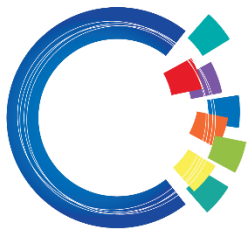


Visitors in 2021

CERN ombud



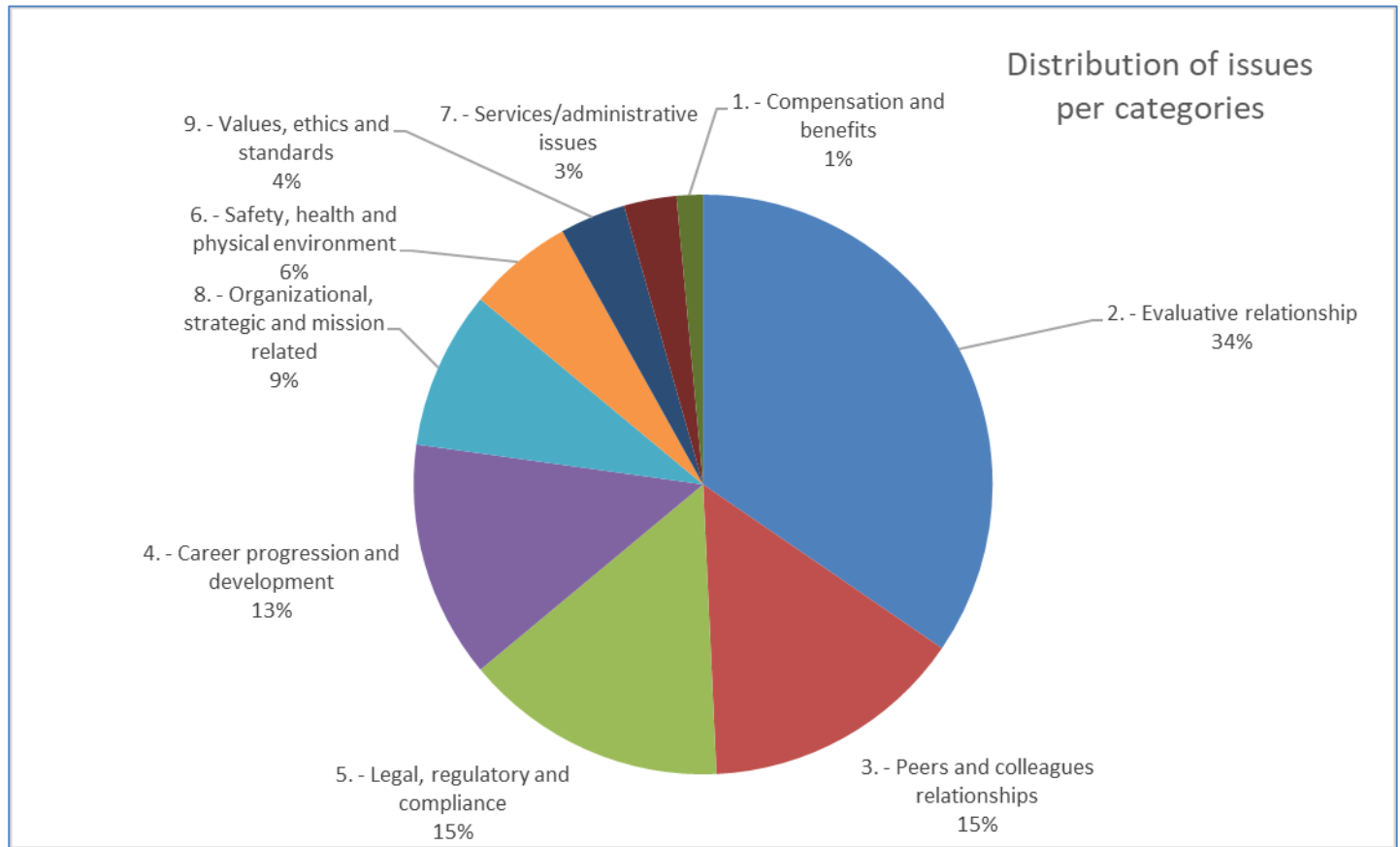
This is registered gender. CERN, so far, records no self reported gender identity. All genders welcome in the Ombud's Office.

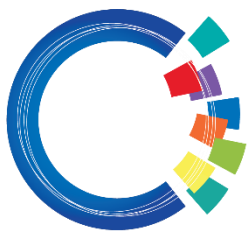


Distribution of issues reported

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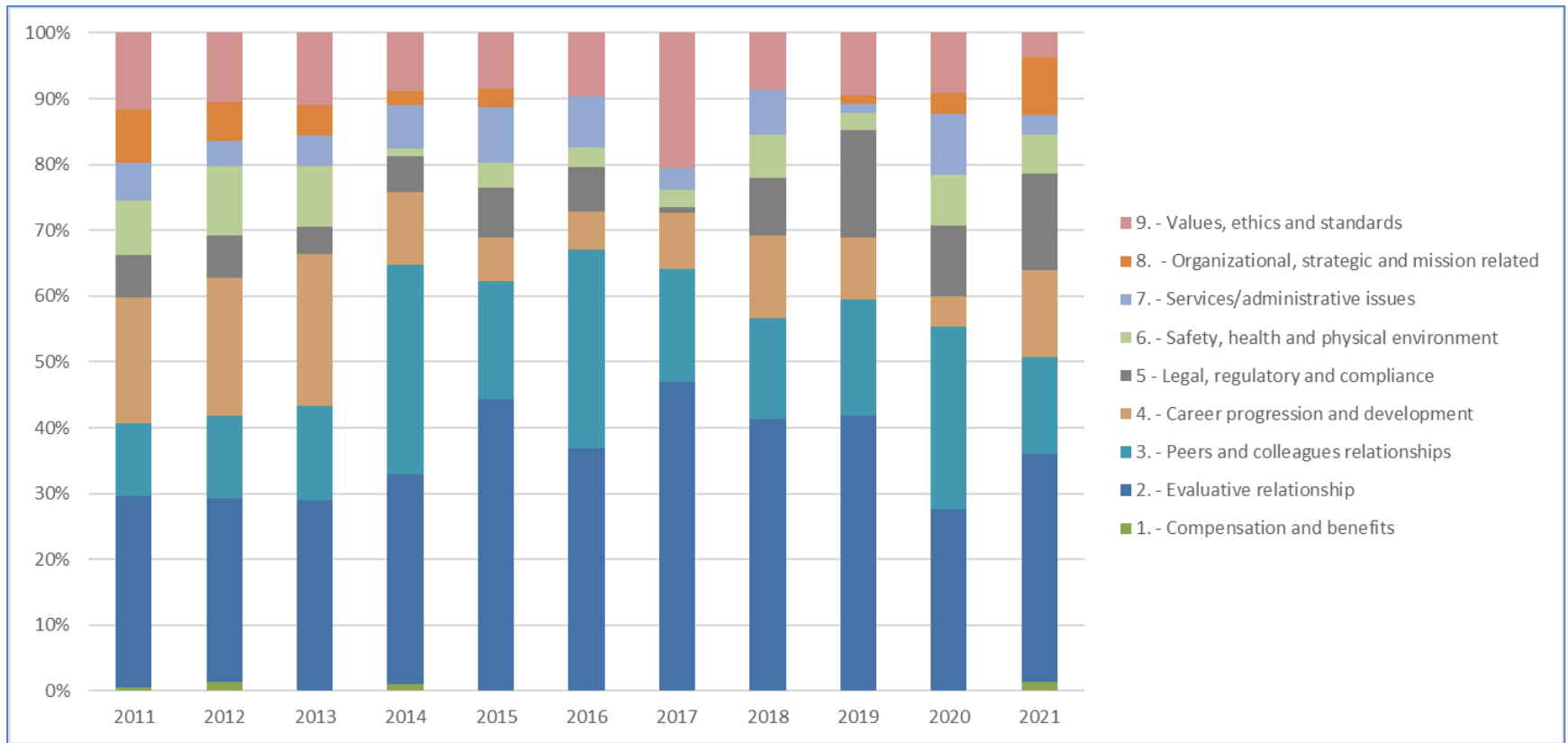
[See definition](#)

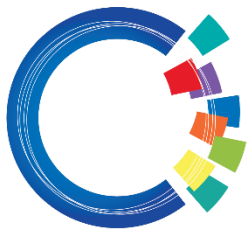




Trends 2011 – 2021

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A few messages to leave with

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- Dispute resolution is not about physics or technical matters, it is about **human behaviours**
- Conflicts are a normal part of workplace life, they can be **productive or destructive** depending on the way they are managed
 - Don't try to ignore them, they only grow stronger
 - Give the Ombud a chance to help
- Scientific research is a highly **challenging and competitive** field – Fear of retaliation is high especially for junior colleagues
- To best advise visitors, the Ombud needs to maintain good knowledge of both CERN and the **Collaborations organizational processes**, as well as close relationships with [key stakeholders](#)
- USERs have a number of doors where they may find support the **Ombud is a useful entry point** to discuss an issue of concern

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Thank you for your attention!

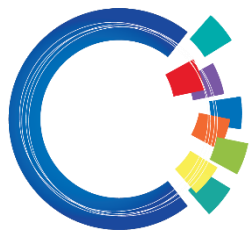
Any questions left unanswered? Need to discuss an issue of concern?
Please do contact me at ombud@cern.ch

¹⁴ Stay in touch by registering to cern-ombud-news (e-group)



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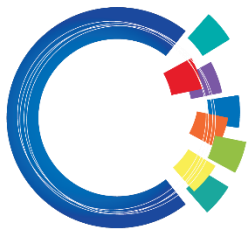
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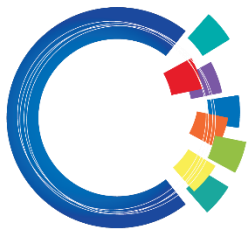


What does the Ombud do for CERN and the Collaborations?

CERN ombud

The Ombud provides a safe, informal, confidential place to surface concerns, move more quickly to problem resolution and regain the ability to give one's best again to work

- ✓ Helps safeguard the Code of Conduct
- ✓ Assist in the repair and building of trust
- ✓ Helps lessen the distance between members of personnel and leadership
- ✓ Enhances the engagement of contributors
- ✓ Connects across organizational hierarchies
- ✓ Provides early warning and insights on systemic issues
- ✓ Allows resolution of issues within CERN and the Collaborations
- ✓ Adds to the Lab's reputation as a great place to work



CERN ombud

Inappropriate behaviour? Misconduct? Harassment? CERN's Response Channels

Handling your concern in <u>full confidentiality</u>	Contact Information Building-floor-office location	Listening	Mediation	Advice &/or Guidance	Receipt of formal complaint; Investigation; Disciplinary action
Ombud's Office	ombuds@cern.ch 500-1-04	✓	✓	✓	
Social Affairs Service	social.affairs@cern.ch 33-1-38	✓		✓	
Medical Service	medical.service@cern.ch 57-1	✓		✓	
HR Adviser (Staff) or HR Coordinator (Fellows, Trainees, Students)	cern.ch/hr/hr-key-contacts 5-1 & 5-2	✓	✓	✓	
Staff Association	staff.association@cern.ch 64-R-010	✓		✓	
Your Department Head, or Head, Human Resources	(name)@cern.ch, or hr-dept.head@cern.ch	✓		✓	✓
Harassment Investigation Panel (HIP)	HIP Chairperson HIP.Chair@cern.ch			✓	✓



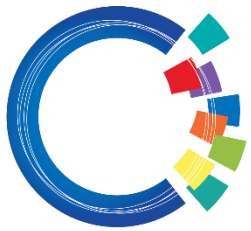
 All members of personnel (incl. Users)

 Staff, Fellows, Trainees, Students*

*Students: TECH, ADMIN, DOCT, Short-Term Internship programmes coordinated by CERN HR

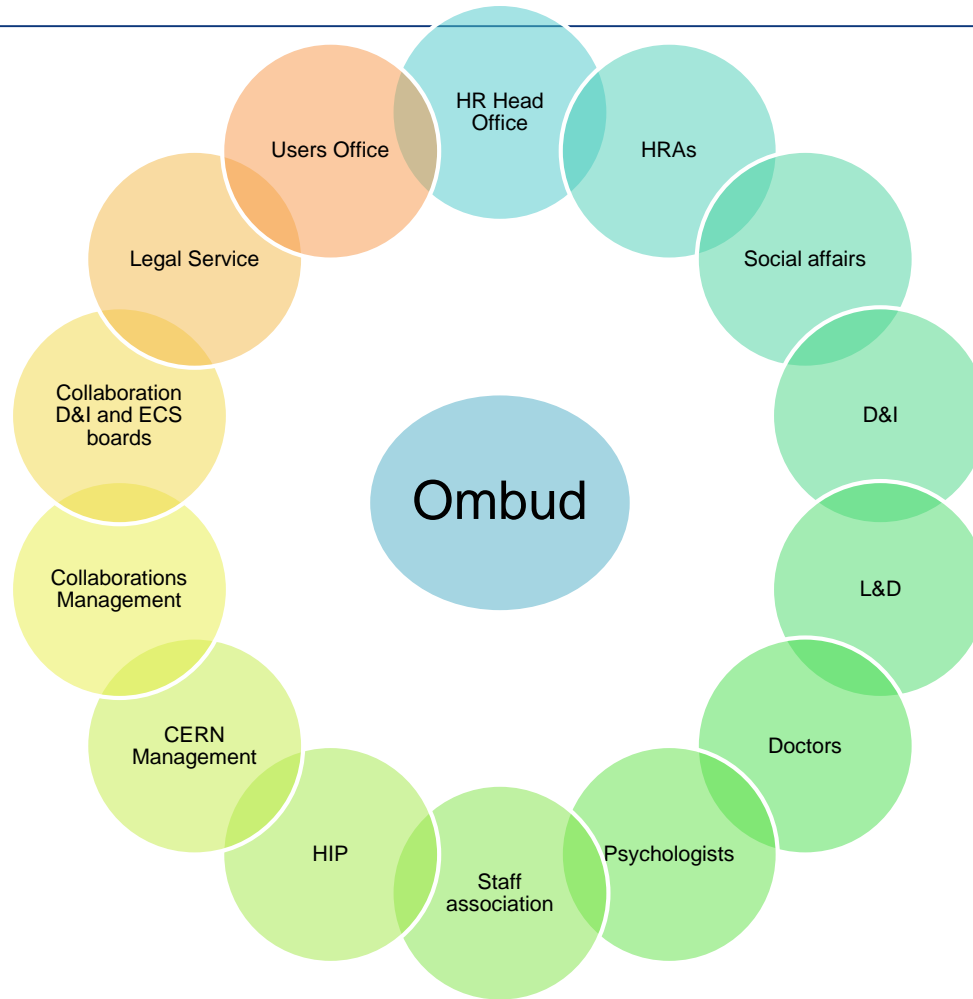
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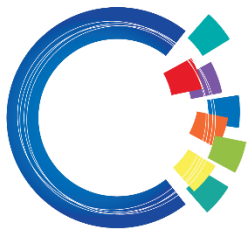


Who are the stakeholders?

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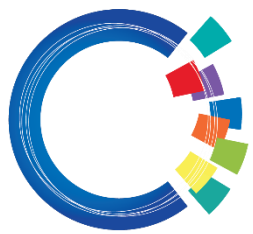
Uniform reporting categories

Questions, concerns, issues or enquiries about ...

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- 1- **Compensation and benefits** ... the equity, appropriateness and competitiveness of employee compensation, and other benefits
- 2 - **Evaluative relationships**... arising between people in evaluative relationships (i.e. supervisor-employee, supervisor-student)
- 3 - **Peer and colleague relationships**... involving peers who do not have a supervisory-employee or supervisory-student relationship
- 4 - **Career, progression and development**... administrative processes and decisions regarding entering and leaving a job, what it entails (recruitment, assignment, job security and separation)
- 5 – **Legal, regulatory and compliance**...that may create a legal risk for the organization and its members if not addressed (harassment, fraud, intellectual property, discrimination, privacy and security of information, abuse etc.)
- 6 – **Safety, health and physical environment**... safety , health and infrastructure related issues
- 7 – **Service/administrative issues**... about services or administrative offices including from external parties
- 8 - **Organizational, strategic and mission related**... that relate to the whole of some part of the Organization
- 9 – **Values, ethics and standards**... the fairness of organizational values, ethics and/or standards, the application of related policies and/or procedures, or the need for creation or revision of policies, and/or standards.

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22 words from the Ombud to the CERN community in 2021

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- Each and everyone of us matters
- Knowing how to set limits for ourselves and others
- Seven ways to protect your team from conflicts
- The “I need” behind the “I want”
- The power of mediation
- Listening as an effective management tool
- A purposeful return to work
- Don't sweep conflicts under the carpet
- Five ways to jump-start a new job
- Staying in the driver's seat: on the principle of informality
- Bread-and-butter issues
- The third chair in the Ombud's Office: Impartiality
- Respect and internal mobility
- Ten good reasons to opt for the ombud
- 2020 annual report by the Ombud – a role driving change
- My own visit to the ombud
- Sexism: let's face the facts
- Humor in the time of Corona
- The judgment of Solomon
- Should you tell your colleagues everything?
- Oh no, a new boss!
- Best wishes for 2021!

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