



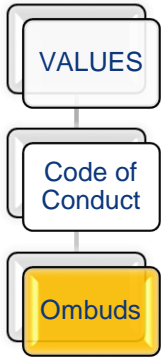
CERN OMBUD



Sudeshna Datta-Cockerill

Excellence

- Integrity
- Commitment
- Professionalism
- Creativity
- Diversity



...should you ever find yourself in a conflict situation, don't hesitate to contact the Ombud - she's there to help...

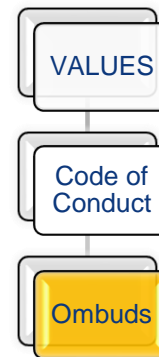
behalf of CERN. Through listening, advice, coaching and mediation, the Ombuds is there to help anyone at CERN who is experiencing conflict, whether it is simply a misunderstanding or breakdown in communication.

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





OMBUD PRINCIPLES



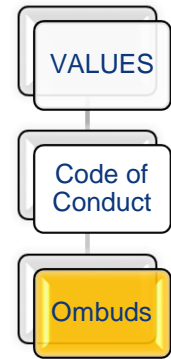
Confidentiality
Neutrality / Impartiality
Informality
Independence

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





Confidentiality
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Independence



The CERN Ombuds is there to:

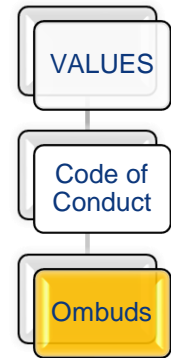
- Provide impartial support and guidance
- Listen, share and examine preoccupations or problems
- Help resolve interpersonal misunderstandings or disputes
- Guide CERN contributors in applying the Code of Conduct





A sounding board...

Confidentiality
Neutrality / Impartiality
Informality
Independence



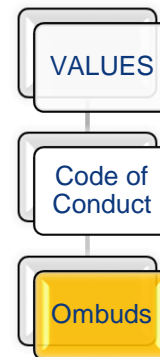
- provide an impartial ear,
- to listen and to help people to gain a better perspective of the situation they are in
- to identify ways in which they themselves can resolve the issues they face

listening – coaching – mediation – action





Confidentiality
Neutrality / Impartiality
Informality
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Confidentiality

The Ombud assures strict confidentiality.

Nothing is divulged to anyone without the agreement of those concerned.

The parties themselves, and the Organization, agree to follow the same rule of confidentiality in interacting with the Ombud.

Neutrality / Impartiality

The Ombud remains neutral and impartial, and does not take sides

Informality / Independence

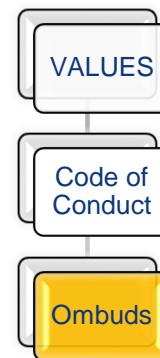
The Ombud holds no other position in the Organization, in order to avoid actual or perceived conflict of interest.

The Ombud has no power to make decisions on behalf of the Organization.





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Neutrality / Impartiality
Informality
Independence



The Ombud is there for you!

Make contact as soon as possible

→ the quicker an issue is addressed, the easier it is to resolve



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