Agenda

- Ombud Role
- Principles
- 2014 Summary of Actions
  - Profiles
  - Issues
  - Outcomes
  - Blog
- Observations
- Conclusions
OMBUD Role

- Provide confidential assistance in the informal resolution of interpersonal issues in the interest of the good functioning of CERN & the wellbeing of all its contributors
- Promote a respectful workplace environment & provide guidance on the day to day application of the CERN Code of Conduct
- Contribute to Organizational culture change by raising systemic issues with management, as applicable
OMBUD Role

Discussion
- a ‘safe place’ to tell your story & get another perspective

Advice
- information regarding other services or resources available

Coaching
- identify options and work out a strategy for action

Mediation
- meet in Ombud presence to find mutually acceptable solution

Intervention
- Ombud action only on authorisation of person concerned

Referral
- refer to other services as applicable
OMBUD Principles

Confidentiality
Neutrality / Impartiality
Informality
Independence
OMBUD Principles

Confidentiality
- unless authorised by person concerned or in case of imminent danger to person or material

Neutrality / Impartiality
- options based on subjective perspective only

Informality
- no record on personal file

Independence
- reporting - broad themes only - to the DG
January to December 2014

91 visitors to Ombud’s Office
181 issues identified = 1.9 issues / case
1 5 times / case (+ exceptionally)

Discussion – Advice - Coaching – Mediation - Intervention - Referral
OMBUD Profiles of Visitors

Contract Type

- IC: 39%
- LD: 22%
- Fellow: 13%
- Student: 9%
- User: 3%
- PDAS: 3%
- Stagiaire: 1%
- Contract: 6%
- Other: 4%

Total: 91
Gender: All visitors

- Female: 51
- Male: 40

Gender: staff members

- Female: 28
- Male: 27

Gender: staff members relative to CERN population

- Female: 80%
- Male: 20%
OMBUD Categories of Issues
[Classification according to International Ombudsman Association]

7 September 2015

CERN Ombud Presentation to ACCU/ Sudeshna Datta Cockerill

Peer relationships:
Communication / bullying / respect

Values, ethics & standards:
CoC / work credit / email etiquette / LGBT ...

Evaluation of relationship
Career progression and development
Compensation and benefits
Law, regulations, finance and compliance
Peers relationships
Organizational, strategy related
Administrative issues
Value and standards
Safety, health and physical environment

Users:
OMBUD Outcomes

Distribution of Outcomes - 2014

- Action: 46%
- Advice/Coaching: 15%
- Discussion: 39%

http://ombuds.web.cern.ch
…communication…

…need for more guidance & feedback…

…respect across professions / levels…

…unwelcome declarations of love…

…rumours / information flow…

… work – life balance …

…inclusiveness…

…trust…
OMBUD Observations

- Constant number of cases ~90/year [2%-3% Staff = healthy sign?]
- Proportionally higher numbers of women visitors to Ombud = to be monitored
- Not all visitors to Ombud familiar with CoC (particularly Users)
- Majority of visitors to Ombud appear to fear disclosure or retaliation
- More guidance/supervision of Fellows & Students needed

- Managers used Ombud as sounding board- in anticipation

- Evaluative relationships- main concern: supervisory effectiveness
- Peer relationships - main concern: communication
- Other - ‘Unwelcome declarations of love’ / sexist jokes
- Other – lack of respect / Incivility: source of demotivation
OMBUD Conclusion

- Smooth handover of Ombudsperson
- Most cases resolved optimally – if not always to full satisfaction of parties concerned
- Appreciation of safe place to talk openly
- Discussions & situational coaching found useful
- But…
- Mediation still used rarely – fear of disclosure or retaliation

- Individual willingness to address inter-personal issues
- Further work & time needed to create conflict resolution culture
"Ombudsman offices exist for many reasons. Sometimes managers and employees do not know exactly why they feel concerned, but they need a safe place to go, to talk.

Sometimes a person is concerned on someone else's behalf, and needs to have options in a delicate situation. Sometimes one sees a really good thing happening at work and would like to know how to commend it."

Mary P. Rowe, ombudsperson, MIT, USA, pioneer in the field.
CERN OMBUD - is there for you!

Staff Members, Fellows, Students, Users, Contract staff...

Make contact as soon as possible

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

The CERN Ombud 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

All members of personnel, working at or on behalf of the Organization have access to the CERN Ombud

L'ombud du CERN est là pour :
- Apporter une aide et un soutien de façon impartiale
- Écouter, partager et examiner les préoccupations ou les problèmes des personnes
- Aider à apaiser les malentendus ou les conflits entre les personnes
- Guider les collaborateurs du CERN dans l’application du Code de conduite CERN

Tous les membres du personnel, travaillant au CERN ou pour le compte du CERN ont accès à l’Ombud

Sudeshna Datta-Cockerill
Tel: 74127 (+41 22 767 41 27)
Bldg 500-1-004
Ombuds@cern.ch

ombuds.web.cern.ch