



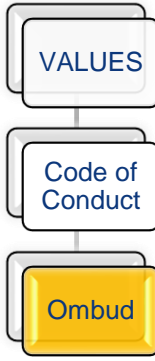
CERN OMBUD



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...

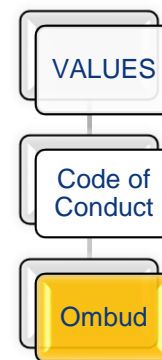
behalf of CERN. Through listening, advice, coaching and mediation, the Ombuds is there to help anyone at CERN who is experiencing conflict, whether it is simply a misunderstanding or breakdown in communication.

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





Confidentiality
Neutrality / Impartiality
Informality
Independence



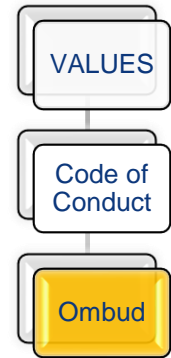
The CERN Ombud is there to:

- 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





Confidentiality
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A sounding board...

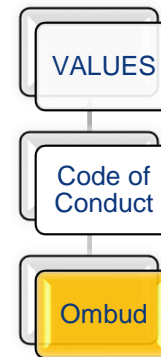
- provide an impartial ear,
- to listen and to help people to gain a better perspective of the situation they are in
- to identify ways in which they themselves can resolve the issues they face

listening – coaching – mediation – action





OMBUD PRINCIPLES



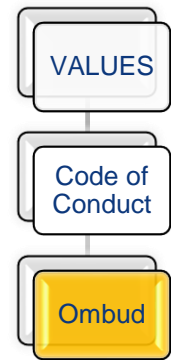
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Confidentiality

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.



Excellence

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Ombud's Corner
Le coin de l'Ombud

Confidentiality

Neutrality / Impartiality

Informality

Independence

VALUES

Code of Conduct

Ombud

Welcome | Blog | References | Links | Contact

Blog

Unexpected turn in the conversation

20 June 2014

Regular informal conversations with colleagues play a very important part in weaving the fabric of team spirit. They allow us to build the working relationships that are instrumental in averting potential conflict or crises. However, sometimes they can come with unexpected surprises...

Tried and trusted

06 June 2014

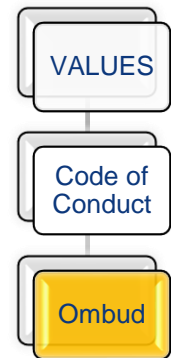
Trust is an essential ingredient in all working relationships and teams may stop working in harmony. The Ombud's point of no return is reached.

...communication...
...need for more guidance & feedback...
...respect across professions / levels...
...unwelcome declarations of love...
...rumours / information flow...
... work – life balance ...
...inclusiveness...
...trust...





Confidentiality
Neutrality / Impartiality
Informality
Independence



The 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

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CERN Ombud – HR – Medical Service – Social Service – Staff Association

