

WFP
LIVES
CHANGING
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Office of the Ombudsman and Mediation Services

Fourth quarterly briefing to the Executive Board October 2020





International Ombuds Day
is Today: 8 October

*Ombuds: Unusual Name.
Important Service.*

Update from the Ombudsman: RWAs

- ➔ **Respectful Workplace Advisors in HQ:**
Training concluded for 14 HQ RWAs
- ➔ **About 40 RWAs in the field to be trained:** virtual, over different timelines and in different languages
- ➔ **About 160 RWAs expected by end 2020:**
Up from 120 RWA's end 2019

Update from the Ombudsman

➔ Ombudsman Case Numbers:

- Total # of cases 2020 so far similar 2019
- Estimation: Fewer cases by end 2020 as compared to 2019

➔ Virtual missions:

- Successfully piloted, several planned
- Estimated to reach 1500 employees by end 2020



Update from the Ombudsman



Capacity Building:

- Five modules
- Now adapted to virtual training – including a train the trainers
- OBD trains in four languages

- 600 employees trained on five continents
- Further training of around 650 employees before end 2020



Quotes participants OBD Training:

“Conflict resolution strategies were new for me. [...] This should be given to staff on a regular basis”

“I like the new understanding I got about conflict [...] With your communication tips I will be able to deal with it”

“I would like to thank for your job, it is really important for the organization to have you giving us your support and advice”



Update from the Ombudsman

➔ More capacity for OBD:

- P5 Senior Ombuds Officer and Mediator and P3 Ombuds Officer informally confirmed
- Mediation: Network of 90 mediators world-wide now available for WFP: Cooperation with Joint Ombudsperson of United Nations Funds & Programmes

➔ COVID-19 Emergency Deployment:

- Ombuds Officer currently supports Mali CO as Head of Sub Offices



Welcome to the new
Ombudsman of FAO

Katya Melliush



Workplace Culture

- ➔ **New Workplace Culture Department:**
Welcomed by the Ombudsman. Important to break down siloes and walls
- ➔ **Culture of appreciation instead of blaming**
- ➔ **Guidance for new supervisors and their teams**
- ➔ **Huge opportunity to make workplace more inclusive and welcome to all, while increasing our “Can Do” mentality**



Workplace Culture

➔ Ombudsman welcomes message of the Executive Director on racism and discrimination

- Listening Circles: Important step
- Listening Skills key point in AR2018
- OBD Training module ‘You listen, but do you hear?’

➔ Observations by OBD

- Continuing cases of non-confirmation of Women of Colour during probation
- Promotion of colleagues of African descent tends to take longer

➔ Need to “Walk the talk”



Thank You!

ombudsman@wfp.org

Contacting the Ombudsman is always a safe first step - Everybody is welcome with any work related issue

Workplace Culture

➔ Harmonious Workplace Counselling

- Proposal is under discussion with the Inter-Divisional Standing Committee (IDSC)
- Hybrid process, formally offered to a person; 'sits' in between a conversation of a supervisor and an employee, and a full investigation

