Office of the Ombudsman and Mediation Services

Briefing to the Executive Board

2022 June
A DEMANDING TIME FOR WFP

Ukraine crisis

Global food crisis

Constant increase in emergencies
A DEMANDING TIME FOR WFP

• What is lying ahead for WFP?
• How does OBD contribute to a resilient workforce and a thriving workplace culture?
How can OBD support the organization to meet its goals in times of so many demands, so many beneficiaries, and such stretched resources?

- Purpose of OBD is to contribute to employees
  - achieving more: more time/focus for beneficiaries; more innovation and support directed to beneficiaries
  - not getting drawn into time and energy consuming conflicts that negatively affect morale, work climate and creativity

- Support creating a thriving work environment where employees can give their best
Serving the organization with informal conflict resolution
To create a culture of early resolution of conflict and respect in the workplace.
HOW OBD CONTRIBUTES

• Early warning – canary in the mine
• Prevention
• Agent of change
• Analysing the interplay between leadership, employees, policies, and systems in place, and local circumstances
• Firsthand information beyond statistics
• Insights into organizational climate, Pulse, variations by location
OBD AND REPORTING ON CASES

- Main issue categories, 2017 – 2021 (% of all issues reported)
- Evaluative relationships as example for consistency of topics
OBD CHANGES WORKPLACE LIVES

SO EMPLOYEES CAN FOCUS ON SAVING AND CHANGING LIVES
Thank you for your support... to the organization... and to the Office of the Ombudsman and Mediation Services
Thank You!  Ombudsman@wfp.org

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