



Questions to ask yourself to determine if you should consider ombudsman and/or mediation services:

- Are you interested in identifying unusual or negative trends/issues within the organization?
- You value your employees and you want to provide them an alternative way to address workplace issues?
- Are you spending time and money with employee issues that have reached or are close to reaching the legal department?

If you answered yes to any of these questions, call us today.

What is the role of an ombudsman and why would you consider?

An organizational ombudsman is a confidential, and “off the record” resource provided for employees to discuss workplace issues when they are not sure what to do, where to go, or whether what they experienced or observed at work is something that should be reported. The ombudsman facilitates the informal resolution of concerns of employees, managers, students, and external clients of an organization. An ombudsman will:

- Address all concerns as a neutral party and maintains confidentiality and neutrality in an informal process
- Reduce/eliminate risk for financial exposure due to legal disputes
- Provide referrals to other professionals, and mediates to resolve issues
- Inform the various communities about policies and procedures
- Offer training to all organizations on conflict resolution, diversity and inclusion, and other important topics
- Provide a service that demonstrates the organization is concerned about the well-being of its employees and clients
- Collaborate with Human Resources and other service providers within the organization

What is the role of mediation in the workplace and why would you consider?

Mediation sessions engage two or more individuals and a non-judgmental mediator for a confidential conversation fostered by an environment where all are heard and solutions that are agreeable to all can be developed. Studies have shown the use of mediation in the workplace can reduce turnover, increase productivity, and improve morale and the bottom line. The mediation process is voluntary and can add value in resolving the following dispute scenarios:

- Employment disputes stemming from differing points of view
- Coworker conflicts involving work and/or personal topics
- Employee and supervisor disagreements
- Interdepartmental conflicts
- Employees and clients
- Differences involving employee evaluations