Office of the Ombudsman and Mediation Services

Annual Report 2017 Overview

EXECUTIVE BOARD FIRST REGULAR SESSION
ROME, 25 FEBRUARY 2019
Terms of Reference – OED 2012/009

- Improve the workplace environment through informal resolution of employment related concerns and conflict
- Identify, analyze and report on broad systemic issues or trends
- Make recommendations to improve policy, procedures, systems and structures of the Programme
Overview of Issues 2017

**CASES**
- 368
- 71% increase from 2016

**ISSUES**
- 776
- 96% increase from 2016

**TOP 3**
- Evaluative Relationships: 36%
- Legal/Regulatory: 26%
- Job and career: 16%
Evaluative Relationships - top issue category

RESPECT/TREATMENT: top sub-issue category 27%

“Lack of consideration for people including not listening, dismissive or rude behavior, and unfair or preferential treatment”.

1. Respect/treatment
2. Team climate and morale
3. Performance management and feedback

70% of evaluative relationship issues in this sub-category
HSHAPD in 2017

PERSONS
101
± 90% INCREASE FROM 2016

CASES
27%
25% IN 2016

TOP 4
Abuse of Power
44%
Harassment
31%
Discrimination
16%
Sexual Harassment
4%
Former Ombudsman Francesco Espejo re. harassment and disrespectful behaviour:

“It is not conceivable that in an organization dedicated to helping others, employees treat each other in this way.

If we believe that hunger can be eradicated, we can definitely believe that harassment can be stopped.”

Office of the Ombudsman, Annual Report 2012
27 Field Offices visited in 2017

- Briefing with CD/DCD, Unit Heads
- All-staff meeting
- One-on-ones
- Stakeholder meetings: Human Resources Officer, Staff Counselor, RWAs
- Debrief CD/DCD, Units Heads
- Liaison with stakeholders in HQ/RBs
How to get to Systemic Issues

Insights shared that otherwise may not surface

- One-on-one Conversations
- Ombudsman Observations
- Stakeholder Conversations
Recommendations - highlights

Evaluative Relationships (36%)

- Interpersonal skills are leadership skills
- This includes conflict management
- Pipeline talent management:
  what competencies are we recruiting, developing (training), and promoting (must-haves)?
Recommendations – cont’d

Job & Career (16%)

- Establish clear criteria for the use of Short Term contracts
- Equal pay for equal work
- Enable employees’ voices through empowering leadership
Recommendations – cont’d

Legal & Regulatory (26%)

HSHAPD-related:

- Strengthen a culture of respect and dignity within WFP

- Proactive intervention in situations of potential abusive management

- Establish a standard process to address abusive behaviour
Thank you for your support!
End presentation
Extra slides – Q&A
4 Key Strategies Utilized

- One-on-one Conversations
- Identifying Systemic Issues/Providing Recommendations
- Capacity Building
- Mediation
JIU/REP/2014/8 – Use of Non-Staff Personnel and Related Contractual Modalities in the United Nations:

“Organizations are also affected by the misuse of non-staff personnel, as they face reputational risks, high turnover, high administrative overheads, the lack of a stable and motivated workforce, a potential increase in fraud or corruption cases as well as a potential increase in legal challenges.”