

CERN OMBUD REPORT TO TREF

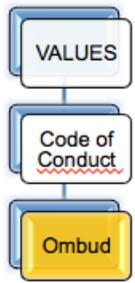
6th Annual Report
January - December 2016
+
7th Annual Report (Preliminary)
January – August 2017

Sudeshna Datta-Cockeril

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

OMBUD 2016-17

Agenda



Statistics – 2016

Visitor Profiles : Contract type / Gender

Issues

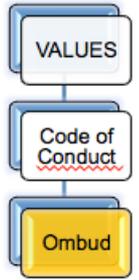
Outcomes

Observations over 7 years 2011 – 2017

Ombud's Corner Articles

Conclusion

OMBUD 2016- Aug 2017

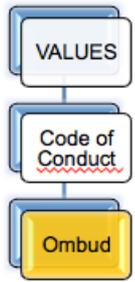


Statistics

2016
+
~7 years: 2011 – Aug 2017

OMBUD: Visitor Profiles

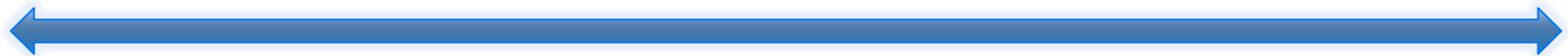
2016- Aug 2017



January to December 2016: **103** visitors

January to August 2017: **87** visitors

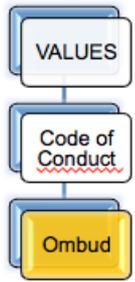
[**82** – **104** – **93** – **91** – **106**]
[2011 – 2012 – 2013 – 2014 – 2015]



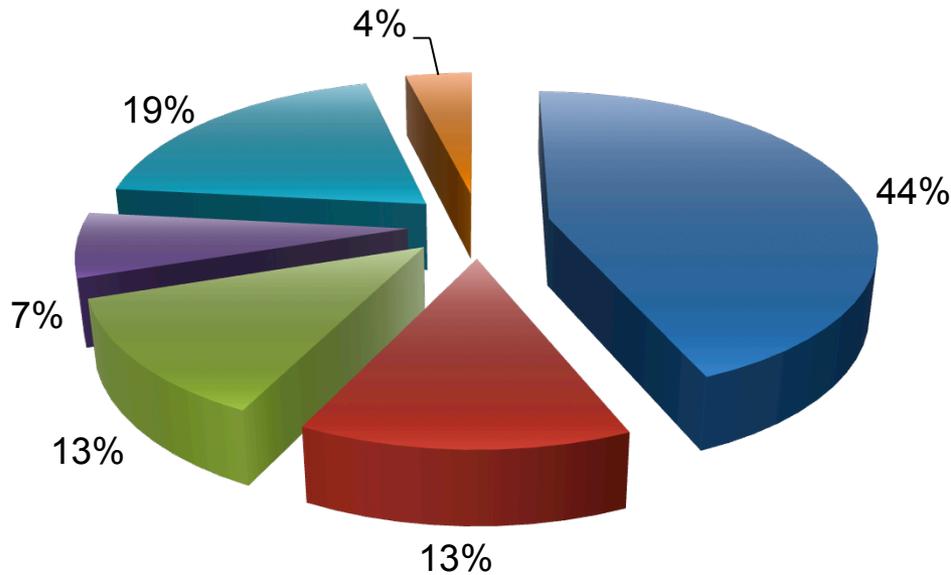
Discussion – Advice - Coaching – Mediation - Intervention - Referral

OMBUD: Visitor Profiles 2016

- Contract type



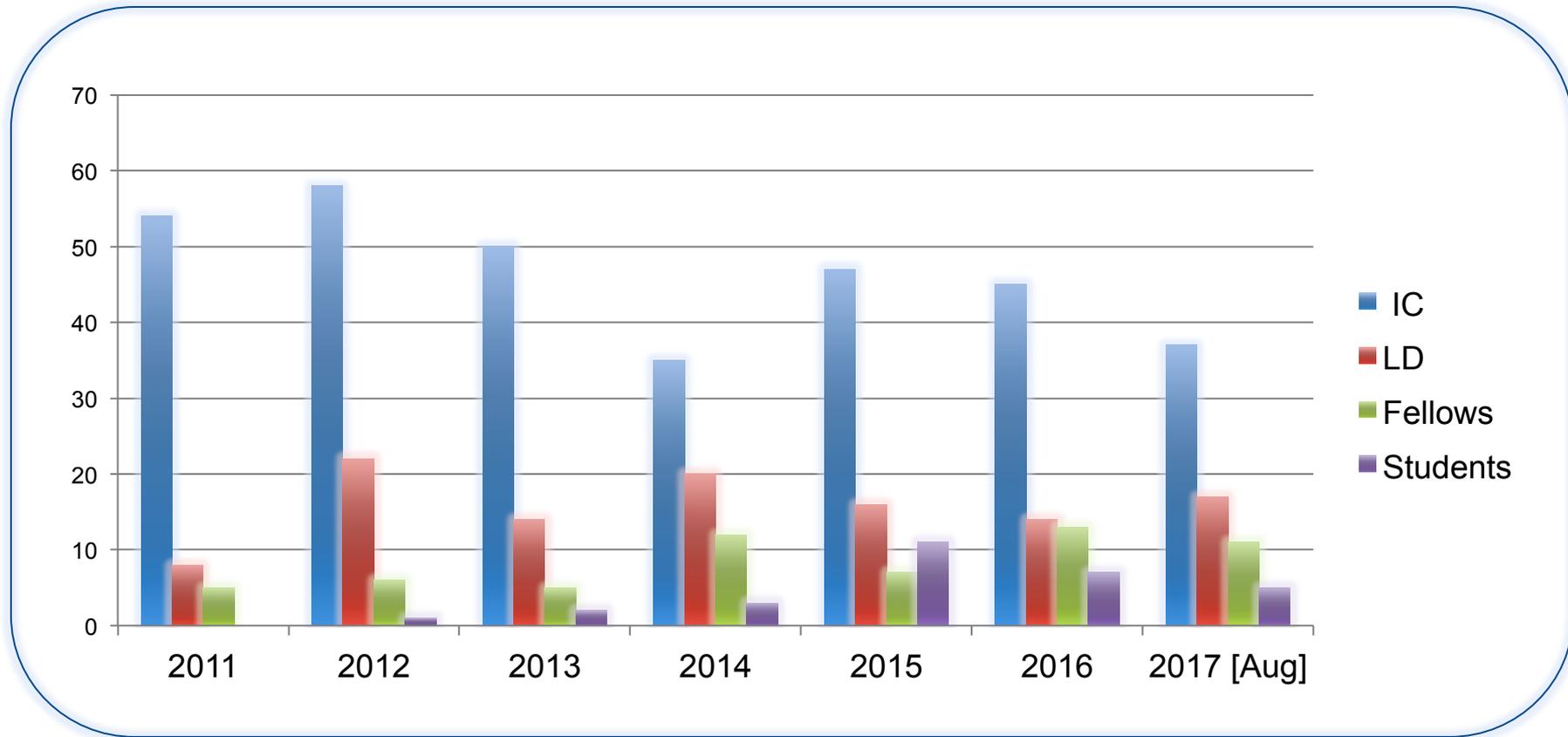
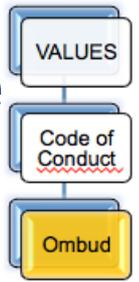
Contract Type



- IC
- LD
- Fellow
- Student
- User
- Other

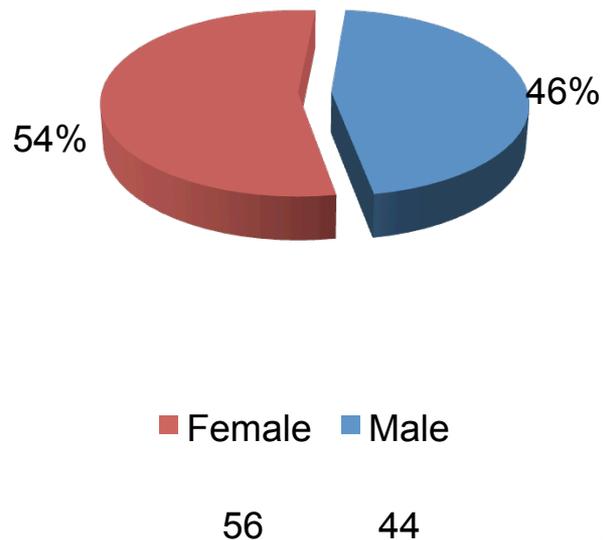
Total	
IC	45
LD	14
Fellow	13
Student	7
User	20
Other	4
Total	103

OMBUD: Visitor Profiles - Contract type 2011- Aug 2017

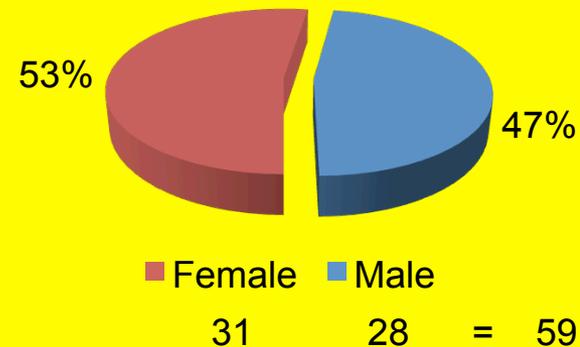


OMBUD: Gender of Visitors 2016

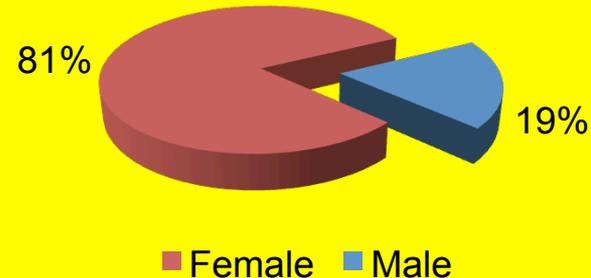
Gender: visitor total



Gender: staff member visitors



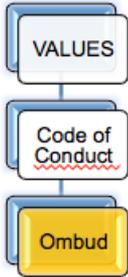
Gender: staff member visitors relative to CERN population



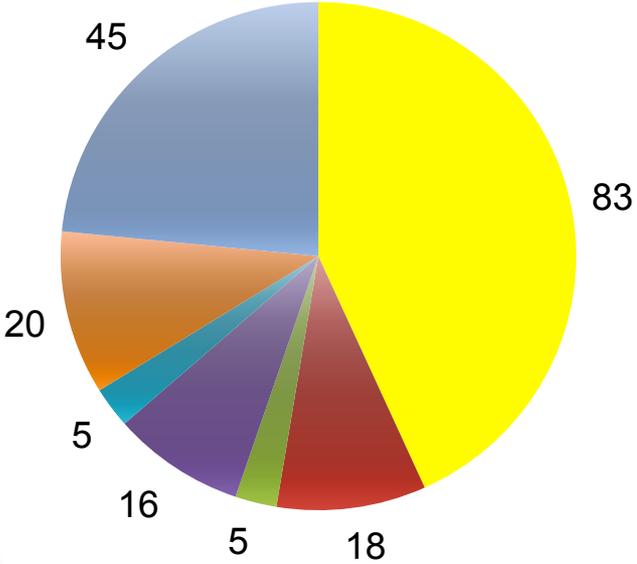
<http://ombuds.web.cern.ch>

OMBUD Issues relative to Gender 2014 - Aug 2017

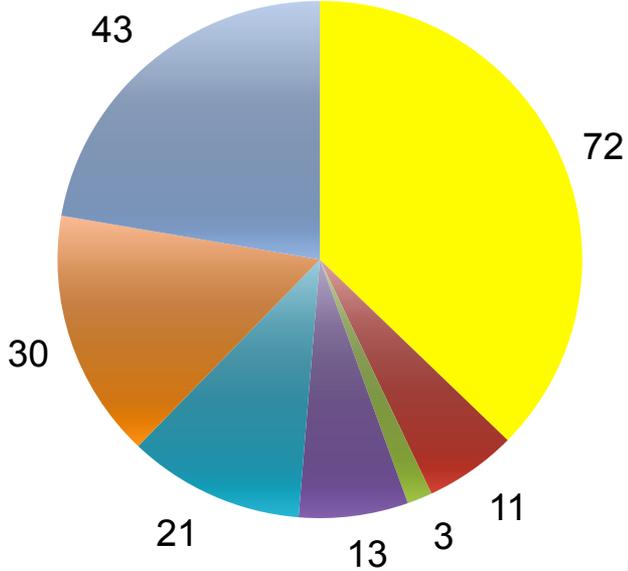
[Classification according to International Ombudsman Association]



Issues raised by Females



Issues raised by Males

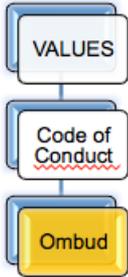


- Evaluative relationship
- Career progression and development
- Organization, strategy related
- Safety, health and physical environment
- Services and administrative issues
- Values, ethics and standards
- Peers relationship

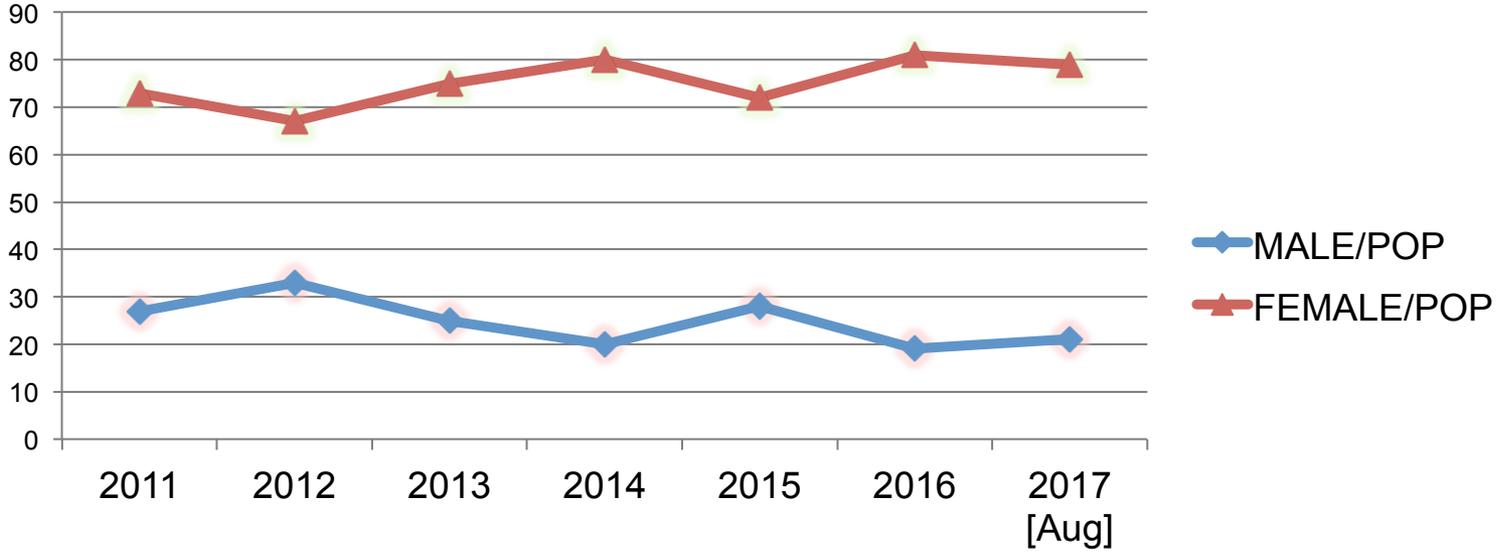


OMBUD Gender of Visitors 2011- Aug 2017

[Classification according to International Ombudsman Association]

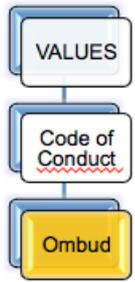


Gender: Visitors relative to Staff Member Population

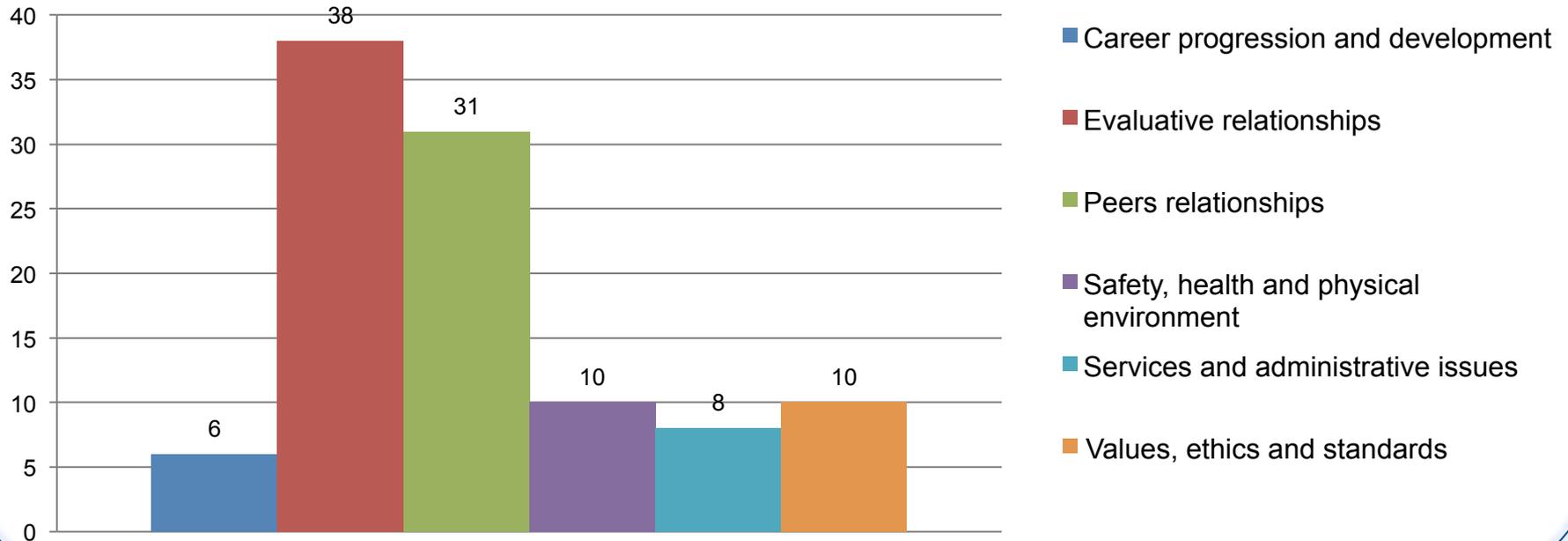


OMBUD Categories of Issues 2016

[Classification according to International Ombudsman Association]

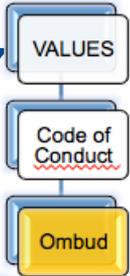


Issues: main category

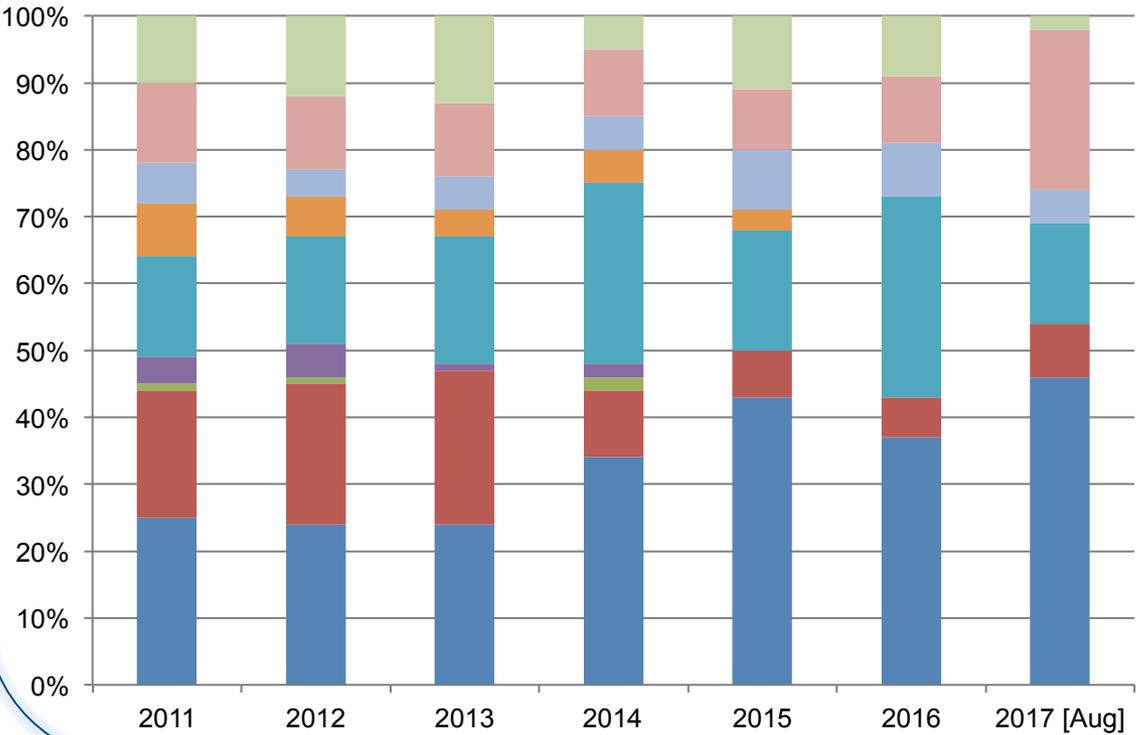


OMBUD Distribution of Issues 2011- Aug 2017

[Classification according to International Ombudsman Association]



Issues: main categories



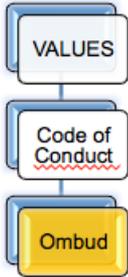
- Safety, health and physical environment
- Values, ethics and standards
- Services and administrative issues
- Organization, strategy related
- Peers relationships
- Law, regulations, finance and compliance
- Compensation and benefits
- Career progression and development
- Evaluative relationship

*Evaluative relationships also typically most representative category in other international organizations

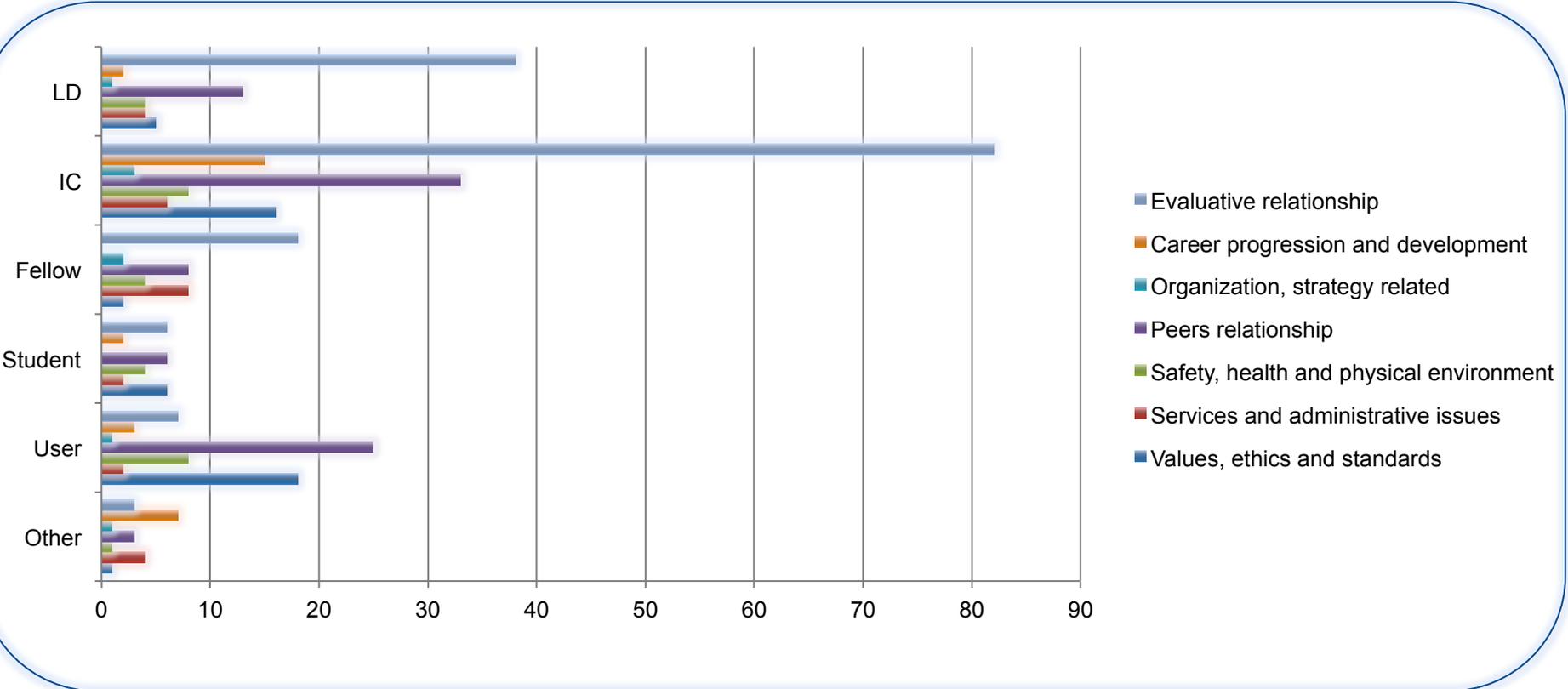


OMBUD Category of Visitors 2011-Aug 2017

[Classification according to International Ombudsman Association]



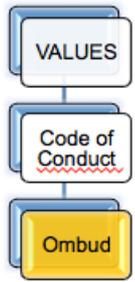
Issues relative to category of personnel



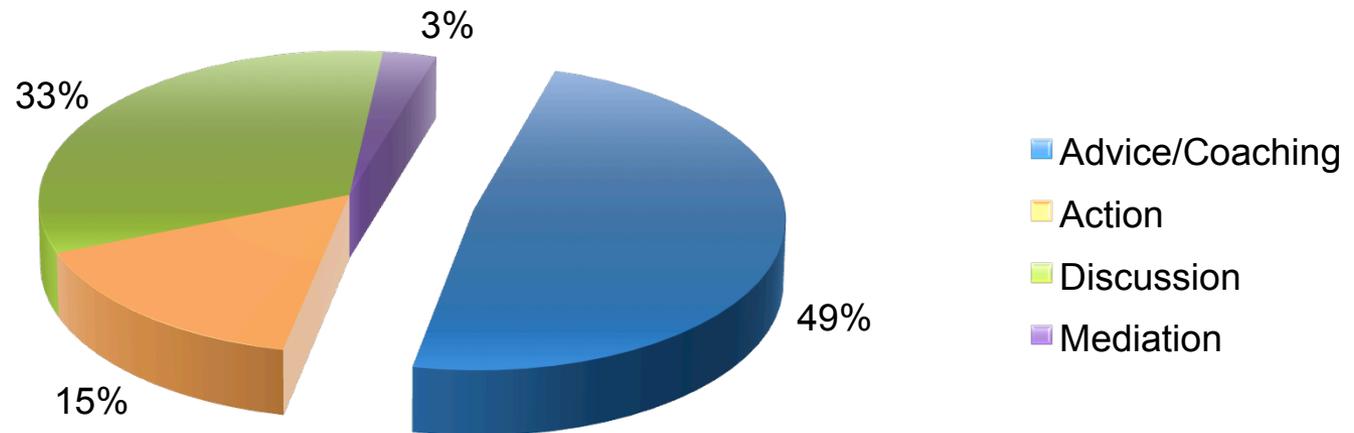
*Evaluative relationships also typically most representative category in other international organizations

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OMBUD Outcomes 2016



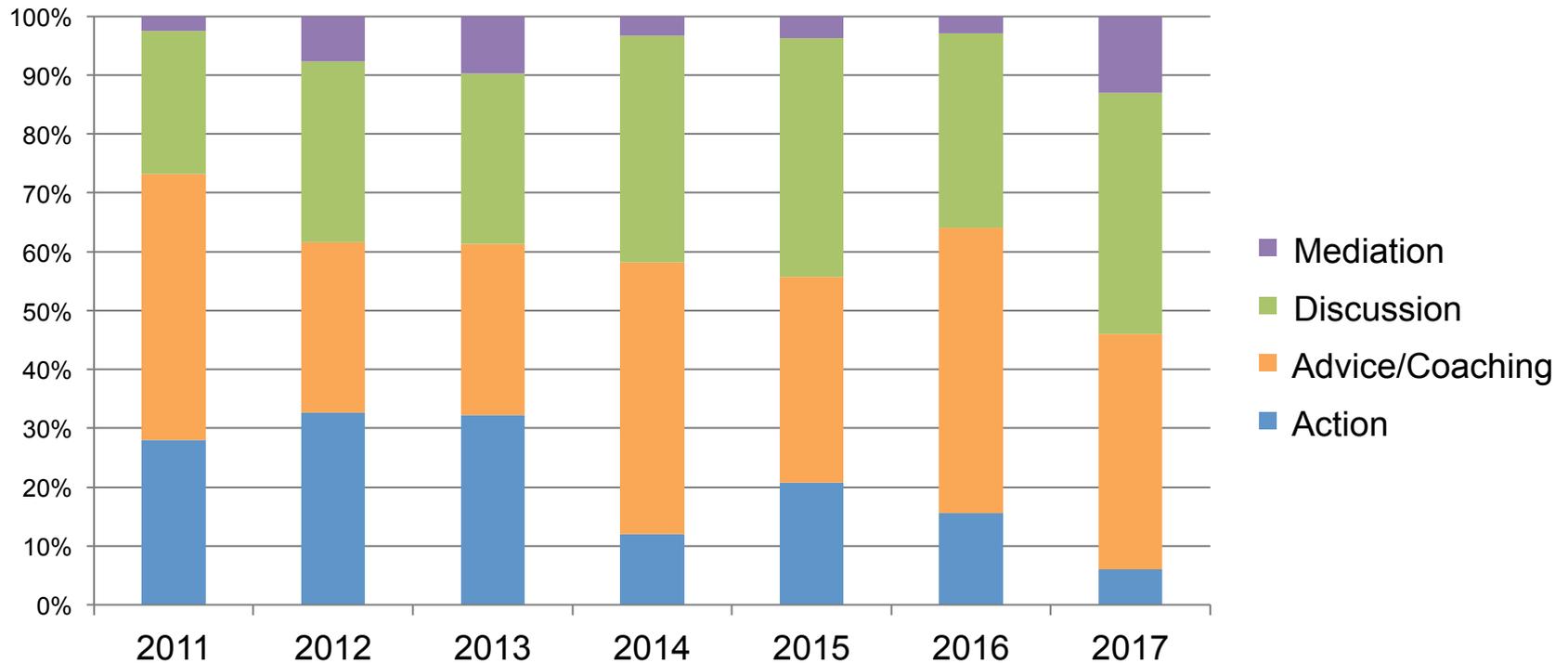
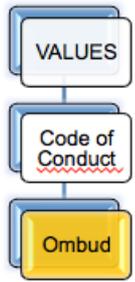
Distribution of Outcomes



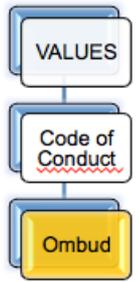
<http://ombuds.web.cern.ch>

OMBUD - Outcomes

2011 – Aug 2017



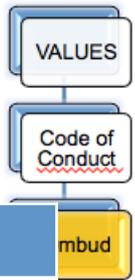
OMBUD 2016 – Aug 2017



Ombud's Corner Articles

OMBUD's Corner - 25 articles

2016 – Aug 2017

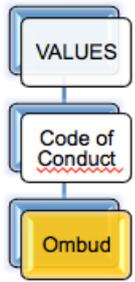


TRUST	<i>Sowing the seeds of trust (1 &2) / Nurturing trust</i>
COMMUNICATION	<i>“That’s not what I meant...” / Lost in the layers / A world without lies</i>
FAIRNESS	<i>Third letter from Ombudsland: focus on fairness / ‘Its not fair...!’ Defeating unconscious bias / Horns & halos</i>
DIVERSITY	<i>A land of equal opportunity? / Do we not owe it to our daughters? / Accelerating gender equality</i>
SELF MANAGEMENT	<i>Stepping out of our comfort zones / Watch out for those warning signs!</i>
MANAGEMENT	<i>The gift of feedback (1 & 2) / Empathy – a manager’s key to empowerment</i>
RESPECT & ORGANIZATIONAL CULTURE	<i>Its all about respect... / Bullying in the workplace / Due credit! / Are you being served? / Fourth letter from Ombudsland: bystander action matters!</i>
OMBUD MATTERS	<i>The Ombud clock ticks on / Its never the tip of the iceberg...</i>

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OMBUD's Corner - 25 articles 2016 – Aug 2017



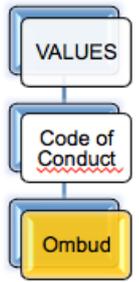
Based on issues brought to
Ombud Office



Raise awareness...
... could this apply in any way
to me?



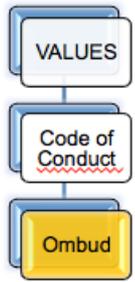
OMBUD 2016 – Aug 2017



Conclusion

OMBUD

2011- Aug 2017 : over ~7 years



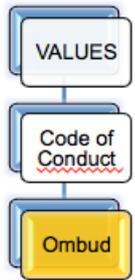
Understand Perceptions
Identify Options
Plan Interventions



Formulate Insights for the Organization

OMBUD

2011- Aug 2017 : over ~ 7 years

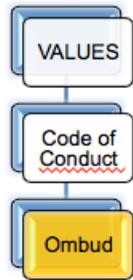


Insights: 3 key areas:

- **Support management at all levels – ensure they are equipped for the role**
- **Foster equitable environment – to enable all to give of their best**
- **Promote trust & caring relationships – stay open to continuous dialogue**

OMBUD

2011- Aug 2017 : over ~ 7 years



7 years – Ombud function
~100 people per year / ~ 2-3% of staff members



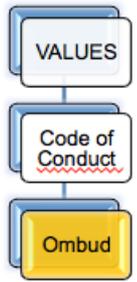
With proactive conflict management...

... those little bits of sand can become pearls...

It is often the “little acts of disrespect and failures in performance feedback that seem to corrode some professional relationships like bits of sand and rust”.

<http://ombuds.web>

OMBUD : passing the baton



Sudeshna Datta Cockerill



Pierre Gildemyn



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