CERN OMBUD REPORT TO TREF

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

Sudeshna Datta-Cockeril
Statistics – 2016
  Visitor Profiles : Contract type / Gender
  Issues
  Outcomes
Observations over 7 years 2011 – 2017
Ombud’s Corner Articles
Conclusion
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]

Discussion – Advice - Coaching – Mediation - Intervention - Referral
OMBUD: Visitor Profiles 2016
- Contract type

<table>
<thead>
<tr>
<th>Contract Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>IC</td>
<td>45</td>
</tr>
<tr>
<td>LD</td>
<td>14</td>
</tr>
<tr>
<td>Fellow</td>
<td>13</td>
</tr>
<tr>
<td>Student</td>
<td>7</td>
</tr>
<tr>
<td>User</td>
<td>20</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>103</strong></td>
</tr>
</tbody>
</table>
OMBUD: Visitor Profiles - Contract type 2011- Aug 2017

[Graph showing visitor profiles by contract type from 2011 to 2017, with categories IC, LD, Fellows, and Students.]
OMBUD: Gender of Visitors 2016

Gender: visitor total
- Female: 54%
- Male: 46%
- Total: 56 females, 44 males (59 visitors in total)

Gender: staff member visitors
- Female: 53%
- Male: 47%
- Total: 31 females, 28 males (59 visitors in total)

Gender: staff member visitors relative to CERN population
- Female: 81%
- Male: 19%
OMBUD Issues relative to Gender 2014 - Aug 2017
[Classification according to International Ombudsman Association]

Issues raised by Females
- Evaluative relationship: 45
- Career progression and development: 20
- Organization, strategy related: 16
- Safety, health and physical environment: 5
- Services and administrative issues: 5
- Values, ethics and standards: 18

Issues raised by Males
- Evaluative relationship: 43
- Career progression and development: 30
- Organization, strategy related: 21
- Safety, health and physical environment: 13
- Services and administrative issues: 3
- Values, ethics and standards: 11
- Peers relationship: 11
OMBUD Gender of Visitors 2011- Aug 2017
[Classification according to International Ombudsman Association]
OMBUD Categories of Issues 2016
[Classification according to International Ombudsman Association]

Issues: main category

- Career progression and development: 6
- Evaluative relationships: 38
- Peers relationships: 31
- Safety, health and physical environment: 10
- Services and administrative issues: 8
- Values, ethics and standards: 10
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

12 October 2017
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

http://ombuds.web.cern.ch
OMBUD Outcomes 2016

Distribution of Outcomes

- Advice/Coaching: 49%
- Action: 15%
- Discussion: 33%
- Mediation: 3%

http://ombuds.web.cern.ch
OMBUD - Outcomes
2011 – Aug 2017

http://ombuds.web.cern.ch

VALUES
Code of Conduct
Ombud

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

Raise awareness…
… could this apply in any way to me?
Conclusion
OMBUD
2011- Aug 2017 : over ~7 years

Understand Perceptions
Identify Options
Plan Interventions

Formulate Insights for the Organization
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
7 years – Ombud function
~100 people per year / ~ 2-3% of staff members

... 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 ice”.
OMBUD: passing the baton

Sudeshna Datta Cockerill

Pierre Gildemyn

http://ombuds.web.cern.ch