

HOW TO SET UP AN OMBUDSMAN OFFICE

Duration: 6 days (42h)

Date: on demand

Price general public: EUR 3.349 net /pers. (no VAT)

Price in-house: on demand (4-8 pers.)

OVERVIEW

An Ombudsman is an independent body that promotes organisational justice by mediating workplace conflicts and resolving interpersonal disputes to foster a respectful and harmonious work environment.

An Ombudsman is a strategic investment that reinforces transparency, compassion, and the courage to address workplace challenges.

Four steps to establishing an Ombudsman service:

- Organisation preparation – Communication, questionnaire processing, and appointment/election of ombudsmen.
- Ombudsman training – Comprehensive 42-hour certification programme.
- Implementation support – Three months of supervision and coaching (2 hours every two weeks).
- Impact evaluation – Assessment of organisational culture, transparency, and employee well-being. (2 hours every two weeks).

AUDIENCE

For staff representatives, members of internal committees and all managers.

LEARNING OBJECTIVES

- Be able to analyse the types of conflict within an organisation
- Understand the legal basis of an Ombudsman, their powers and limitations
- Coordinate the Ombudsman with other departments, acting as a unit appointed by management or elected by staff
- Master the mediation process in day-to-day practice
- Understand the phases of conflict: escalation, crisis and de-escalation – and the appropriate techniques
- Establish observation and monitoring frameworks for the manifestation of reported difficulties to strengthen conflict prevention
- Apply conflict resolution methods judiciously: approach, techniques, facilitation, intervention.



PeaceAbility

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PROGRAMME

- Module 1: two-day module (14 hours)
 - The legal framework of an ombudsman
 - The mediation process and its stages in the workplace
 - Causes and correlations of conflicts within an organisation
 - Implementing organisational justice through workplace culture
- Module 2: two-day module (14 hours).
 - Mental models, beliefs, attitudes and Behaviours
 - Competition and collaboration at work
 - Issues and risks associated with disputes
- Module 3: two-day module (14 hours)
 - Mediation and learning organisation
 - Reducing conflict to a practical problem to be addressed collectively
 - Mediation within and between teams
 - Negotiation, compromise, cooperation

EUROBOGEN's consultants are certified trainers and mediators who draw on their years of experience and consultancy work in public and private sector organisations. They bring legal, organisational, operational and socio-psychological expertise, tailored to the specific sector and activities of their clients.

METHODS & EVALUATION

A mix of theoretical input, case studies and exercises

- Analysing Workplace disputes
- Simulated mediation sessions
- Drafting a mediation agreement
- Drafting a confidential report

Training assessment:

- Short term impact
- Long term impact

Recognition : EUROBOGEN certification

OTHER RELATED TRAINING

- Consistency and cohesion within and between teams
- Caring Leadership

For people with disabilities, the organization is committed to being accessible.

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