



Mediation

PAUSE, THEN APPROACH

Take time alone to think
and re-center.

STATE THE FACTS



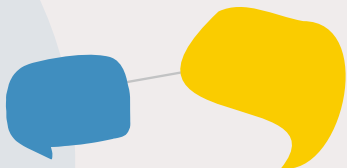
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DESCRIBE THE IMPACT

Describe the impact of
the behaviour on you.

Do not assign blame or
make assumptions.

Use "I" statements.

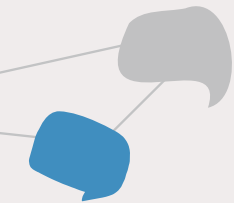




EXPLAIN YOUR MOTIVATION

Explain why you are bringing it up.
Extend the “benefit of the doubt”:
the other person may not be aware
of the impact of his or her behaviour.

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REQUEST BEHAVIORAL CHANGE

Make a request for a change in behaviour.
Focus on behaviour and not values or personality.
And be ready to listen to the other person.

HAVE A CONCERN OR QUESTION?

The Office of the UN Ombudsman
and Mediation Services is here
to help resolve a wide range of
work-related issues.

WE ARE

INDEPENDENT

NEUTRAL

CONFIDENTIAL

INFORMAL

CONTACTING AN OMBUDSMAN IS A SAFE FIRST STEP

 unoms@un.org

 www.un.org/ombudsman

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