

OMBUDSPERSON

Ombudsperson's Role

- Investigate and manage complaints at meetings related to UNA's [Respect and Inclusion statement](#).
- Apply [UNA Procedure 1.2 - Ombudsperson](#).
- Resolve conflict, prevent escalation, and recommend changes.

Executing the Role

Ask Questions with Curiosity

Ask questions to demonstrate engagement, gather information, and prevent conflict from escalating from incomplete information.

Types of questions:

- OPEN-ENDED: ask general questions that don't require a simple yes/no response. This keeps the focus on someone else's perspective.
- GREATER RESPONSE: dig deeper and clarify positions by asking examples, and opinions.
- CLARIFICATION: verify understanding

Separate the People from the Problem.

- Be hard on the problem but easy on the people.
- Avoid judgments and assumptions.
- Gather information before making commitments or reaching conclusions.

Listen Actively

Speakers need to be recognized and remembered. They should feel valued, appreciated, respected, important, understood, not judged, and comfortable about expressing a want or need.

Listeners should:

- Give undivided attention (put the phone down, turn the laptop screen off).
- Repeat and paraphrase.
- Make eye contact (not body), smile, nod your head, and use other welcoming, non-verbal signs.
- Engage when they share (for example, if they show you something, look at it).

Focus on Interests, not Positions

- WHAT IS UNDERLYING THE ISSUE?: concerns, hopes, expectations, assumptions, priorities, beliefs, fears, values
- IS THE SOLUTION: substantive, emotional or procedural?