



# Managing Conflict in Organisations: The Role of the Ombuds

Thursday 6 September 2007

Central Edinburgh

9.00 am – 1.30pm

CPD 4.5 hours

This seminar will be of interest to those in, and who advise, larger organisations who need to tackle complaints handling, grievances and other employee issues, together with prevention and management of B-2-B and B-2-government / regulator disputes.



## Managing Conflict in Organisations: The Role of the Ombuds

### **“OMBUDS” – a classic concept with a seriously modern twist!**

The original ombudsman concept derived from Scandinavia. It usually refers to officers appointed to hear independently (by investigation or adjudication) complaints against government agencies.

The concept has developed to complaints-handling functions in large industries (like banking, insurance and telecoms).

The role has evolved quickly and broadly over the last decade in a number of countries in both the public sector (hospitals and universities for example) and the corporate world where organisations are employing in-house “ombuds” or neutrals to identify, manage and respond to:

- Internal employment issues
- Problems with external relations (government, regulators, businesses, clients and customers)

The advantages include:

- troubleshooting
- risk management
- protection of brand, reputation and relationships

There are dilemmas too:

- nature of expertise required
- scope of the role
- reporting line/conflicts/neutrality
- confidentiality

***Practical exercises will be used throughout this half day workshop which is led by one of Core’s international panel of mediators, Miryana Nesic.***



**Miryana Nesic** is a solicitor, mediator and ADR consultant. She has worked on ADR projects in the UK, Europe, the US, South Africa, India, Japan and Australia. She has a special interest and expertise in designing dispute resolution systems, including court-annexed and corporate mediation schemes and procedures. She is a CEDR mediator and a member of its mediation faculty, and trains lawyers and corporate representatives throughout Europe on dispute resolution techniques. She has mediated a range of civil/commercial disputes, and has co-authored the book, "Mediation: Principles Process Practice", published by Butterworths. Miryana has spoken widely on ADR at conferences in the UK and abroad; was a facilitator on ADR for a series of EU-sponsored programmes throughout the Middle East; and the adviser on ADR issues in e-commerce for a British Council-sponsored programme in China.

**For a registration form, please contact Laura Rutherford ([laura.rutherford@core-solutions.com](mailto:laura.rutherford@core-solutions.com); 0131 221 2520) or click [here](#) for online registration.**

For those who wish to undertake an in-depth course on mediation and dealing with differences and disputes, our next highly-regarded **Mediation Skills Training** course takes place on **12 to 15 November 2007** in Edinburgh. For those who wish to undertake formal assessment as mediators, our optional **Mediator Assessment** module takes place on **5 to 7 December 2007**.