

Conflict Management as Forward Looking

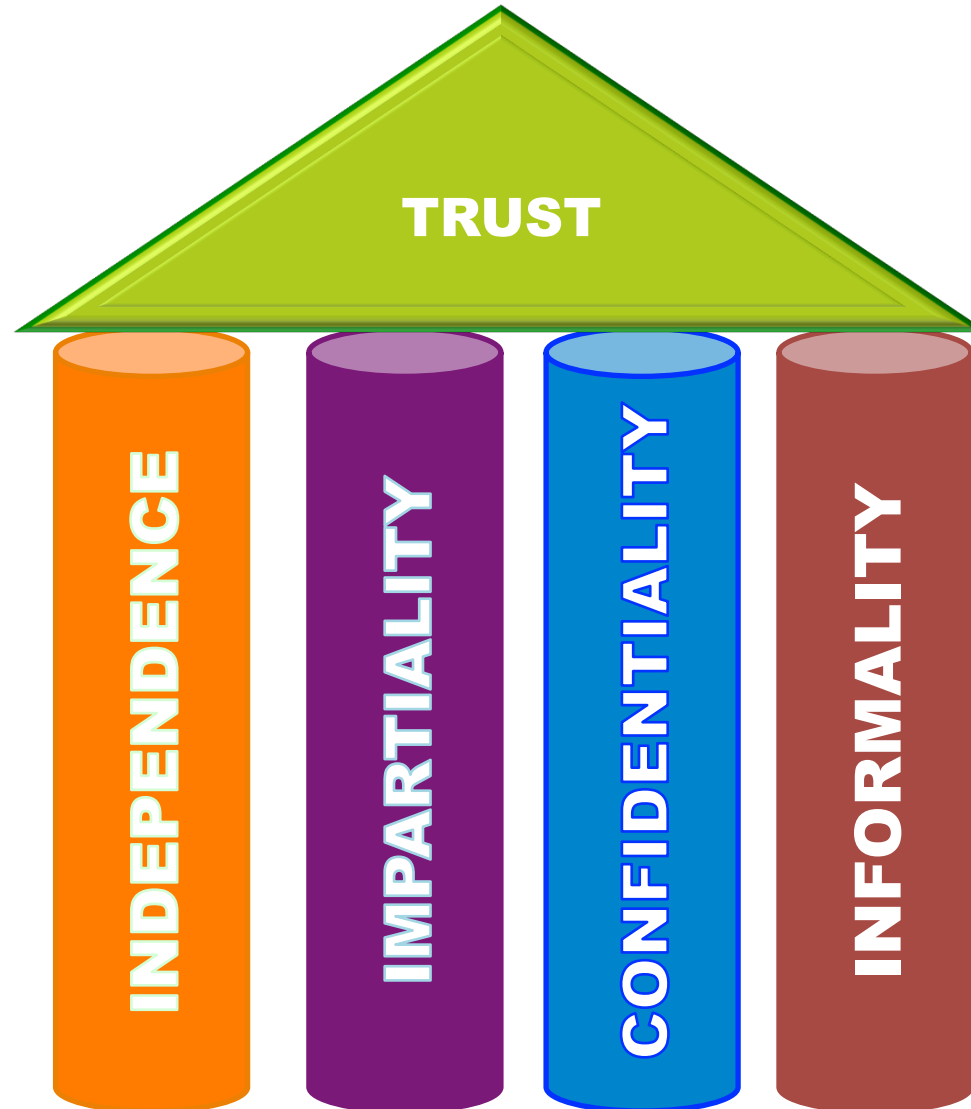


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Indumati Sen, LL.M.
IB Ombudsman
AEM Regional Conference
The Hague, 2013

Key Principles of Organizational Ombudsman Offices

Under the International Ombudsman Association Standards of Practice



Ways in which the Office of the Ombudsman can encourage positive change

- Individual conflict situations
- Organizational learning and change

“Conflict”

Please take 1 minute to think of key terms that come to your mind when you hear or think of the word “conflict”

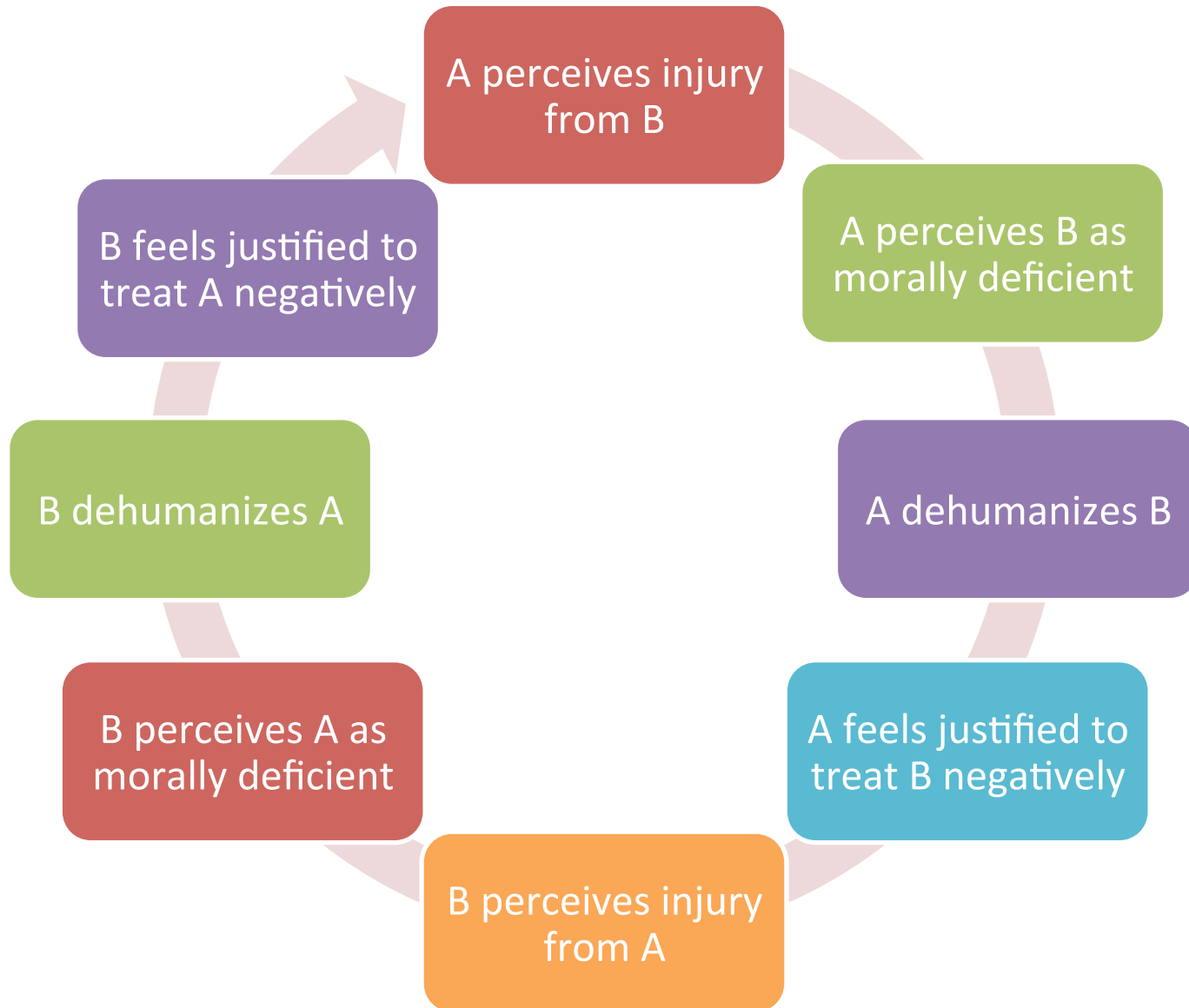
“Conflict Resolution”

Please take 1 minute and think of key terms that come to your mind when you hear or think of the phrase “conflict resolution”

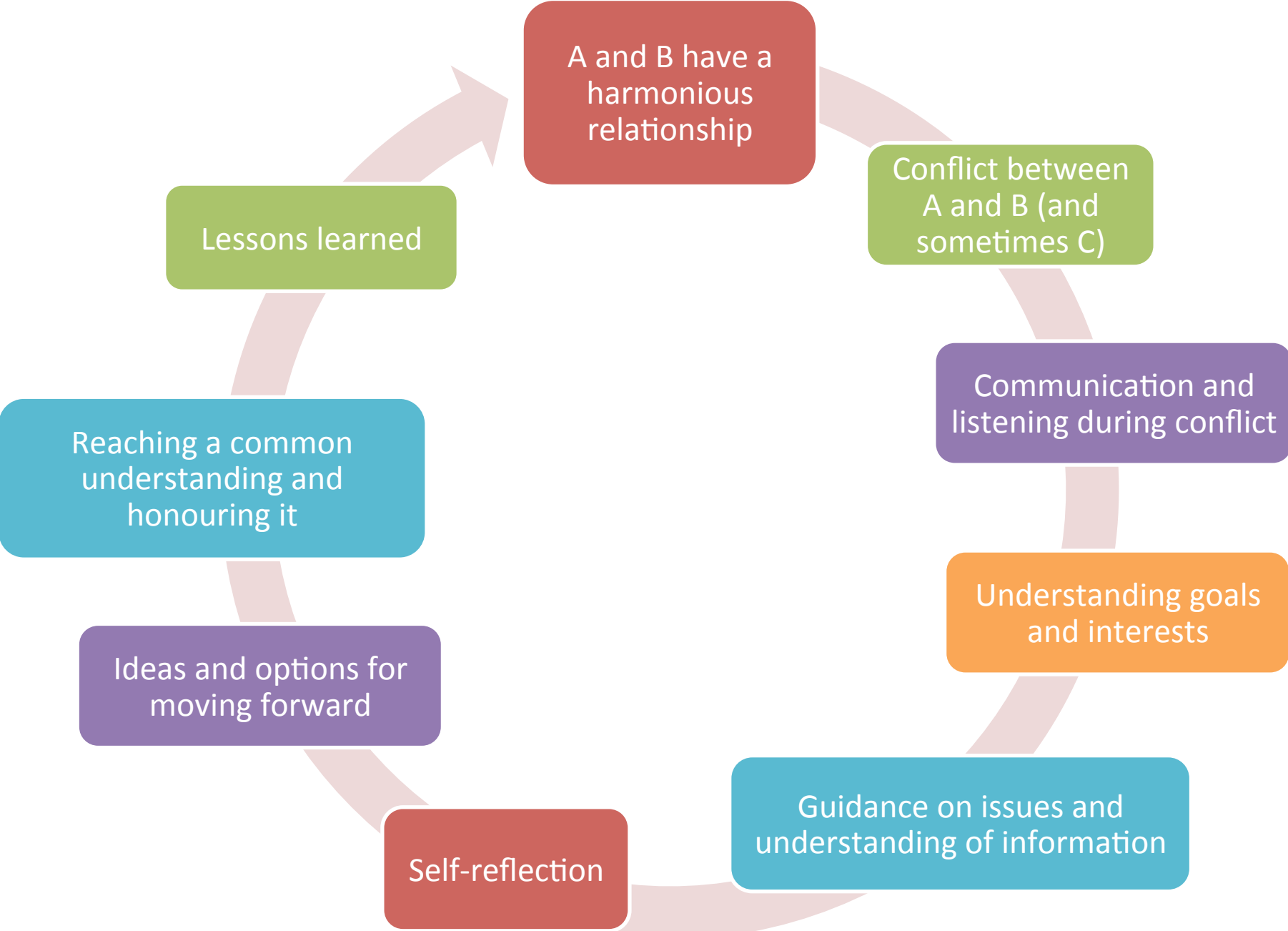
“Conflict Resolution”

process equity voice communication
agreement decision-making justice
options listening dignity responsibility
de-escalation empowerment respect
understanding perspectives self-reflection
negotiation information outcome
improvements change empathy
acceptance fairness trust skills
ethics peace heard principles needs
interests relationships reconciliation
apology forgiveness

Conflict Escalation Cycle

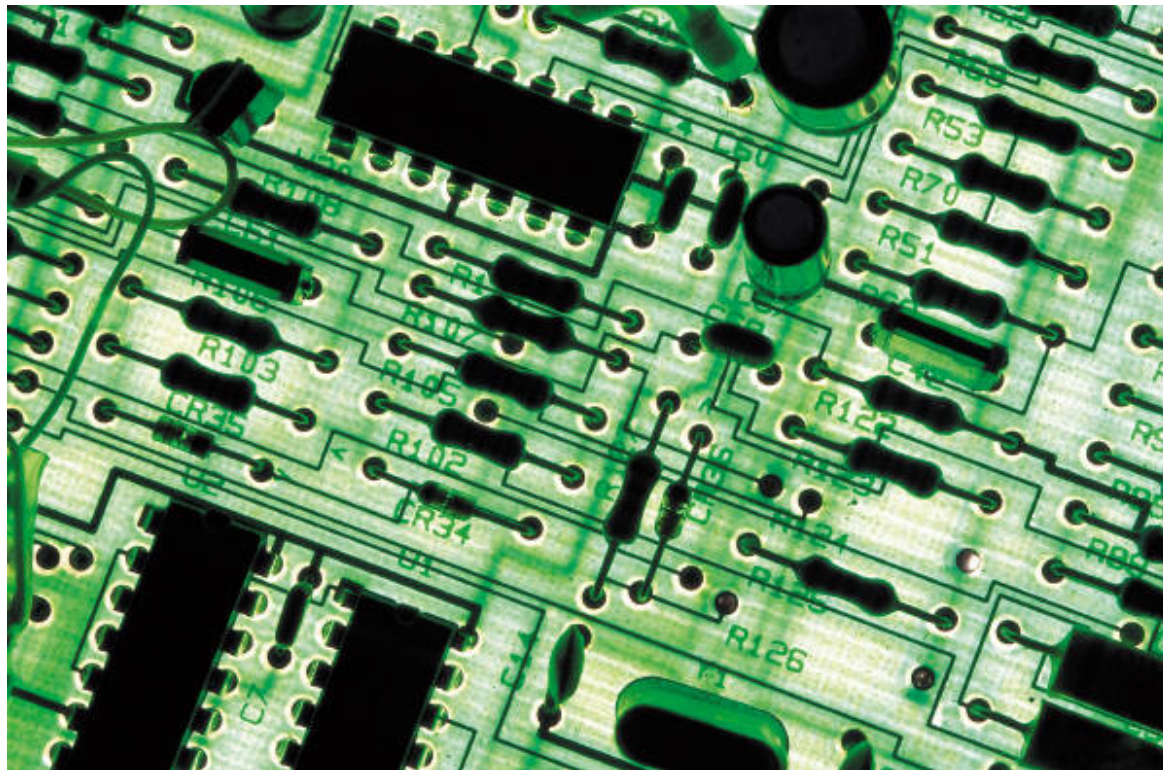


Returning to understanding and moving forward



Learning from Individual, Group and Organizational Participation

- The Micro: Working with individual dispute management and resolution cases



Learning from Conflict and Applying Lessons

- The Macro: Impacting broader organizational learning and improvements



Discussion

- What are some examples of issues that might arise?
- In groups of 2, discuss how in your school, you address conflict with:
 - Students
 - Parents



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Office of the Ombudsman

“The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect...”

Mission of the IB

Thank you