

4 February 2015

Terms of Reference

Conflict Competency Training

Implementing entity:

Office of the United Nations Ombudsman and Mediation Services (UN Secretariat)

I. Background, organisational setting and reporting

The Office of the United Nations Ombudsman and Mediation Services (UNOMS) was established by the General Assembly with the mandate to provide informal conflict resolution services to UN Secretariat staff globally. By helping staff to resolve their workplace related disputes, UNOMS contributes to a harmonious and productive workplace. UNOMS is headquartered in New York and has seven regional branches in Bangkok, Entebbe, Geneva, Goma, Nairobi, Santiago and Vienna. More detailed information about the mandate of UNOMS is available at www.un.org/ombudsman.

Under these Terms of Reference, UNOMS is seeking the contract the services of a consultant to deliver a one (1) day training to UNOMS staff on conflict competence. The training will form part of the overall professional development plan for UNOMS' staff and is being conducted in conjunction with an office retreat in April 2015. UNOMS staff are already trained in various aspects of informal conflict resolution management and its tools. The planned training on conflict competence is for staff to strengthen their knowledge and skills in that area with the objective to increasingly use conflict competence skill-building elements in their daily interaction with clients.

II. Terms of Contract

Consultants are engaged under the provisions of ST/AI/2013/4 (annexed to this Terms of Reference). Interested parties are encouraged to familiarize themselves prior to submitting their application with the provisions of this Administrative Instruction which sets contractual terms and conditions, legal status and fee ranges. Travel and other expenses such as accommodation that will be incurred in conjunction with training delivery will be reimbursed at UN standard rates for consultants.

III. Duty Station

The location of the training is Glen Cove, New York.

IV. Activities and Expected Outputs

Under the general authority of the United Nations Ombudsman and under the immediate supervision of the Chief of Office training delivery will include the following:

1. **Training needs assessment and preparatory work:** Includes assessment through a combination of survey and interviews; preparatory discussions with UNOMS management to agree on specific learning outcomes; adaption of existing materials to specific needs of UNOMS (2 days).
2. **Pre-training assignments:** Includes circulation of relevant materials and other preparatory assignments to staff to enable effective use of actual training delivery (1 day).
1. **Training delivery:** Training delivery on 15 April 2015, from 9 am to 6 pm including breaks. Facilitator to arrive on the evening on 14 April for setting up of the facilities and pre-discussions with UNOMS management. Minimally, the training should include the following components: Presentation of approach/model/framework, demonstration, practice sessions, debrief and discussion as appropriate (1 day).
3. **Training follow-up:** Includes summary report and recommendations to UNOMS (1 day).

The total number of participants is between 15 and 20 persons. The total number of days required to provide above listed outputs is **5 days**.

V. Qualifications, Experience and languages

Education

Advanced university degree (Master's degree or equivalent) in alternative dispute resolution, administration, human resources management, law, social sciences or related field. A combination of relevant qualifications and experience may be accepted in lieu of a university degree.

Work Experience

A minimum of ten years of progressively responsible experience in training or related fields including in an international/multicultural environment. Experience in conducting training in conflict management is required of the lead facilitator.

Languages

English and French are the working languages of the United Nations Secretariat. For this assignment, fluency in oral and written English is required. Working knowledge of a second official language of the United Nations is highly desirable.

VI. Contacts and required documentation

Interested candidates are invited to submit an application to the attention of Ms. Eloisa San Pedro at sanpedro@un.org by the deadline of **18 February 2015**.

- A completed P-11 form (annexed).

- A cover letter indicating relevant experience and proposed approach for completing the current assignment.
- A list of relevant training courses delivered over the past two years including references.
- A sample outline for the training proposed under these Terms of Reference.
- Documentary proof of highest education attained and relevant certification.

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