



PetrOmbudsman Tools

PetrOmbudsman tools are used by
ombudsmen in performing an
operation that leads to prevention
or resolution of conflicts or to
working climate improvements



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COACHING

developing abilities that help employees handle different professional situations (conflicts, career development etc.)

SHUTTLE DIPLOMACY

going between parties to amiably resolve a conflict, without the parties actually meeting

INFORMAL MEDIATION

bringing together
conflicting parties to
reach an amiable solution

ACTIVE LISTENING

listening to sensitive
situations, providing
feedback and empathizing
with the visitor

ORGANIZATIONAL DIAGNOSIS

identifying systemic issues,
hot spots or imminent risk
cases inside the company
and presenting to
management

MANAGEMENT RECOMMENDATIONS

providing general
recommendations for
improvement: systemic
solutions or policies &
procedures updates

ADVISORY ACTIVITIES - PROJECTS

providing feedback during
project design phase, for
important company projects

FACILITATION

facilitating the relation
between employees and formal
channels, for solving
operational issues and
conveying working climate
improvement ideas

POLICY & PROCEDURE CLARIFICATION

providing knowledge and understanding regarding company processes, procedures and rules

WORKSHOPS

working in groups to develop soft skills (e.g: communication, conflict management, change management etc.)

OUTREACH ACTIVITIES

performing activities which contribute to raising the awareness of the workforce or the development of the profession (blog articles, internal or external magazine articles, events etc.)