**Top 10 Reasons to Contact CLIENT Ombuds Team**

One key to having a satisfying work experience at CLIENT is to make use of the resources available to you - like the Ombuds Team.

What is the Ombuds Team?

An ombuds is an impartial, independent, confidential, informal resource for employees at CLIENT. Ombuds work with employees to resolve conflict and address issues in a manner that is aligned with CLIENT’S goal of creating a safe and supportive culture where all employees can do their best work. An ombuds can provide you with a chance to find clarity, a space to process, and tools to find workable solutions.

When should you contact an Ombuds?

Great question. You might not realize how many ways the ombuds can help you if you’ve never worked with one before. An ombuds can be a confidential sounding board for you to think through issues, to examine your point of view, or decide if further action is necessary.

Information you share with the ombuds will not be shared with anyone else (unless, in the rare instance, where not sharing the information could put you or another person in danger). In addition to helping you talk and think through challenges, the ombuds can offer leadership coaching, mediation between you and a colleague or supervisor, and training on various topics, including having difficult conversations, communication, and negotiation, to name a few.

Top 10 Reasons to Contact a Member of the Ombuds Team

10. Building relationships

If only creating work relationships was as easy as making friends when you were a kid. You just said, “Hi, my name is…” and you were off to a great start. You can brush up on your relationship-building skills and even do a little roleplaying with the ombuds if you want. You may also seek guidance on how to rebuild a relationship that may have gone off-track with coworkers,your supervisor, or your new employee.

9. Work Environment

How well you work is impacted by your workspace and how comfortable you feel in the space. You can talk to an ombuds about accommodations you need to do a better job. For instance, if you have an issue around accessibility, you can bring that to the Ombuds to determine how to communicate your request.

8. Job Training

An ombuds is a place to bring your training needs. You can discuss your interests in additional training in your area or training to enhance your development at CLIENT. It’s the Ombuds’ job to bring these requests to management without revealing your identity, unless you want your identity shared.

7. Salary discussions

Asking for a raise (or understanding why you didn’t get one) is difficult and comes with many emotions. An ombuds can coach you on how to approach this or improve your chances for the next time around.

6. Promotions

You can discuss your plans for upward movement with an ombuds who can coach you to identify the steps necessary for promotion. An ombuds can also help you prepare to talk directly with your supervisor if you have been hesitant to do so.

5. Recognition

We all like to be recognized for our talents and a job well done. But sometimes you may not feel appreciated. Talking with an Ombuds can offer new insights into how you seek to be recognized and what you can do to increase the likelihood of greater recognition and manage your reactions to the level of recognition you are currently receiving.

4. Community

Organizations aren’t simply a collection of people who work together. An organization is a community of diverse individuals. If you have ideas or suggestions to improve the community, an ombuds is a good place to discuss those ideas and how to share them with the larger community.

3. Wellness

You spend up to a third of your life at work, did you know that? That’s why it is very important to develop and maintain habits that support your well-being and health. You can share your wellness goals (individually and company-wide) with an ombuds who can work with you to meet them.

2. Performance Improvement Process  
Sometimes there is a need to adjust performance to meet the expectations of clients and management through the PIP process. You can access an ombuds, whether you’re a manager or an employee, to get help understanding the process or managing your participation in the PIP process.

1. Sexual Harassment and Discrimination

The policy at CLIENT is to create a harassment-free workplace where no one harasses or discriminates against an individual based on their status, sex, or gender. If you believe that you are being harassed, discriminated against, or feel you are in a hostile work environment, you can turn to an ombuds for support and assistance. No one will learn that you made contact with a member of the ombuds team or learn of the content of the conversation without your permission. The Ombuds will explore a range of options with you and you will decide how to proceed.

The CLIENT Ombuds Team, which consists of NAMES, are available to talk about everything from what is an ombuds to how an ombuds can help you. More information about the CLIENT Ombuds Resource and how to contact an ombuds can be found at: [www.mwi.org/INITALS-ombuds](http://www.mwi.org/INITALS-ombuds)