



**Mediation  
at the  
United Nations  
International Criminal Tribunal for the  
former Yugoslavia  
(UNICTY)**

**Conference of Staff Associations of International Organisations**

**11 October 2013**

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Staff Representative

# Mediation at the UNICTY

## General Overview

Staff Welfare  
Officer

Staff Union  
President

Registry

Medical Unit  
Nurse

Chief of Human  
Resources

Focal Point for  
Women



# Mediation at the UNICTY

## Focus

Office of  
Staff Welfare

Staff Union

Registry



# Mediation at the UNICTY



Registry

- **SCOPE:** human resources management for the entire UNICTY
- **METHOD:** Engages in two-person, in-house facilitative-form of mediation and office is a formal channel accessing UN Ombudsman and Mediation Services (UNOMS) and the UN Arbitration Tribunal (UNAT) when formal mediation is requested
- **SPECIAL NOTE:** Often directed by UNOMS or UNAT to exhaust internal mediation processes before bringing case forward, irrespective of a Complainant's request for formal mediation



# Mediation at the UNICTY

## Office of Staff Welfare

- **SCOPE:** Staff and non-staff (e.g., interns, judges) connected to the UNICTY
- **METHOD:** utilizes approaches that reflect a more facilitative-transformative approach to helping to “*maintain a harmonious work environment*”
- **SPECIAL NOTE:** Perceptions of bias and mistrust of the mediative process of impedes Staff Welfare Officer from working exclusively with psychological concerns



# Mediation at the UNICTY

Staff  
Union

- **SCOPE:** Paid Staff Union members of UNICTY (i.e., staff, judges, interns)
- **METHOD:** uses conciliation form of informal mediation with an evaluative component
- **SPECIAL NOTE:** Both Complainants and Respondents are afforded an opportunity for Staff Union representation



# Mediation at the UNICTY

- **2013** (individual cases)
  - **14** Staff members have consulted with the Staff Welfare Officer regarding allegation related to (*“Prohibition on discrimination, harassment, including sexual harassment, and abuse of authority”*)
  - **12** of those staff members had their issue(s) resolved by some informal method through the Staff Welfare Officer
  - **1** case is still in progress
  - **1** official complaint was lodged through proper internal channels
- **2012** (Individual cases)
  - **12** Staff members have consulted with the Staff Welfare Officer regarding allegations related to (*“Prohibition on discrimination, harassment, including sexual harassment, and abuse of authority”*)
  - **10** of those staff members’ issue(s) were resolved by some informal method through the Staff Welfare Officer
  - **2** official complaints were lodged through proper internal channels

**Source: UNICTY Office of Staff Welfare**



United Nations Staff Union International Criminal Tribunal for the former Yugoslavia  
Conference of Staff Associations of International Organisations  
10-11 October 2013

# Mediation at the UNICTY

## Limitations/Areas of Improvement

- Perceptions of bias and general mistrust impede comprehensive responses
- Need for more training
- Entrenched disputants blinded to the potential resolution that can result from this effort
- Use of shared resources from other local organizations to widen the pool and diminish negative perceptions



The background of the slide features a large, light blue logo of the United Nations International Criminal Tribunal for the former Yugoslavia (UNICTY). The logo is a shield-shaped emblem with a central white circle containing a blue 'S' and a white 'U'.

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**Questions?**

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