



**GLOSSARY
OF
TERMS**

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GENERAL TERMS

Alternative dispute resolution

Includes dispute resolution processes and techniques used by disagreeing parties to come to an agreement short of litigation.

Alternative dispute resolution can take place with or without the help of a third party.

Imminent risk (for company or persons)

An event which could reasonably be expected to cause serious harm to a person/ organization in case of failure to act so as to eliminate the cause. Thus, the only exception to the privilege of confidentiality is that where it appears to be imminent risk of serious harm, and there is no other reasonable option.

Independence

Essential principle that shows that the Ombudsman Office and the Ombudsman are independent from other organizational entities. It also means that the Ombudsman exercises sole discretion over whether or how to act regarding a situation brought to its attention.

Informality

Essential principle that shows that the Ombudsman is an informal, off-the-record resource which pursues resolution of concerns related to procedural irregularities or boarder systemic problems.

The Ombudsman does not make binding decisions, mandate policies, or formally adjudicate issues for the organization. It can make recommendations, based on which company management will choose a course of action.

Interview

A conversation between Ombudsman and visitor/s where questions are asked by one of the parties in order to reveal facts or statements from the other party/es.

Neutrality

Essential principle that refers to the fact that the Ombudsman strives for impartiality, fairness and objectivity in the treatment of people and the consideration of issues. The Ombudsman advocates for fair and equitability administrated processes and does not advocate on behalf of any individual within the organization.

Organizational Ombudsman

A designated neutral or impartial dispute resolution practitioner whose major function is to provide independent, impartial, confidential and informal assistance to managers and employees, clients and/or other stakeholders of a corporation.

Victimization

Is the process of being victimized or becoming a victim. Victimization occurs when someone is treated badly because they have made or supported a complaint or grievance.

Visitor

Person or group of persons that voluntarily address an issue or wish to communicate an idea to the Ombudsman. This category also includes persons that would like only to discuss with an Ombudsman (without the Ombudsman taking a specific action).

INTERVENTION TECHNIQUES

Providing information

Providing knowledge and understanding regarding all elements of a given subject, in order for the visitor to make a fully informed decision.

Providing options

Involves analyzing all reasonable alternatives to an issue, so as to identify the associated advantages and disadvantages, the aim being for the visitor to choose himself the best solution to the problem, taking into account all the circumstances surrounding the situation.

Listening

A type of intervention in which the Ombudsman listens and at the same time understands what the visitor is telling him, providing feedback in this respect.

Coaching

A development process, a type of deep communication sustained by a coach through active listening and appropriate questions, following which an individual is supported to achieve his personal or professional objectives. Coaching can be individual or team related.

Upward feedback

Communication mechanism used by the Ombudsman to provide superior hierarchical structures within the organization with information on individual or systemic issues encountered in his activity, so as to facilitate the identification of amicable solutions.

Facilitation

An instrument used in business to ensure the organization and successful running of meetings.

Management consultation

Activities requiring briefing of the management structures on relevant issues identified by the Ombudsman, so as to improve communication and the general organizational climate.

Facilitator

Person used in a variety of group settings, including business and other organizations to describe someone whose role it is to work with group processes to ensure meetings run well and achieve a high degree of consensus.

Shuttle diplomacy

The action of an outside party in serving as an intermediary between (or among) principals in a dispute, without direct principal-to-principal contact. Originally and usually, the process entails successive travel ("shuttling") by the intermediary, from the working location of one principal, to that of another.

DIFFERENT TYPES OF ISSUES RAISED TO AN ORGANIZATIONAL OMBUDSMAN

Age discrimination (ageism)

A set of beliefs, norms, and values which used to justify discrimination and/or subordination based on someone's age. Ageism is most often directed towards old people, adolescents and children.

Associative discrimination

Associative discrimination occurs when someone is directly discriminated against because they are associated with another person who possesses a protected/minority characteristic.

Direct discrimination

Direct discrimination occurs when someone is treated less favorably than another person because of a protected/minoritary characteristic.

Disability discrimination (disablism)

Disability discrimination assumes that non-disabled individuals are the standard of 'normal living', which results mainly in public and private places and services, education, and social work that are built to serve 'standard' people. Among others, this form of discrimination refers to the treatment of such persons in recruitment, employment and at termination of contract.

Discrimination by perception

Discrimination by perception occurs when someone is directly discriminated against because others think that they possess a particular specific characteristic. They do not necessarily have to possess the characteristic, just be perceived to have the characteristic.

Employment discrimination

Denying someone employment, or disallowing one from applying for a job, is often recognized as employment discrimination when the grounds for such an exclusion are not related to the requirements of the position, but to protected characteristics of the said person (such as age, disability, ethnicity, gender, gender identity, height, nationality, religion, sexual orientation, skin color, and weight).

Gender Discrimination

Gender discrimination and sexism refers to beliefs and attitudes in relation to the gender of a person. Such beliefs and attitudes are of a social nature and do not, normally, carry any legal consequences. On the other hand, if such discrimination is performed at the workplace, it may have legal consequences.

Harassment

Covers a wide range of behaviours of an offensive nature. It is commonly understood as behaviour intended to disturb or upset, and it is characteristically repetitive. In the legal sense, it is intentional behaviour which is found threatening or disturbing. Harassment occurs when there is behaviour that is deemed offensive by the recipient. Affected persons can complain of behaviour that they find offensive even if it is not directed at them.

Indirect discrimination

Indirect discrimination occurs when there is a rule or policy that applies to everyone but disadvantages a person with a particular protected/ minority characteristic.

Racial discrimination (racism)

Race discrimination involves treating someone differently because he/she is of a certain race or because of personal characteristics associated with race (such as hair texture, skin color, or certain facial features). Color discrimination involves treating someone unfavorably because of skin color complexion.

The law forbids discrimination when it comes to any aspect of employment, including hiring, firing, pay, job assignments, promotions, layoff, training, fringe benefits, and any other term or condition of employment.

Sexual Orientation Discrimination

Sexual orientation discrimination includes being treated differently or harassed because of your real or perceived sexual orientation, whether gay, lesbian, bisexual, or heterosexual.

Such persons may experience hatred from others because of their sexual preferences; the term for hatred based upon one's sexual orientation is homophobia.