



Participants attending a WFI training session

## Why should you create a Workplace Fairness Ombuds Office in your organization?

**Enhance your corporation's reputation** of valuing trust, transparency and accountability so that you will ultimately help attract, retain and engage employees.

**Create a safe place for employees** to address their concerns and evaluate their options.

**Develop an early warning system** that can identify and resolve problems before they become costly.

*“An independent and informal way to address workplace concerns and resolve issues.”*

## Contact Us

### WESTERN CANADA



**Marjorie Munroe**  
Tel: 403-542-6998  
[munroe@workplacefairness.ca](mailto:munroe@workplacefairness.ca)



**Michelle Phaneuf**  
Tel: 403-243-0147  
[phaneuf@workplacefairness.ca](mailto:phaneuf@workplacefairness.ca)

### NATIONAL CAPITAL AND QUEBEC



**Richard Moore**  
Tel: 613-230-8671  
[moore@workplacefairness.ca](mailto:moore@workplacefairness.ca)



**Philippe Patry**  
Tel: 514-999-4671  
[patry@workplacefairness.ca](mailto:patry@workplacefairness.ca)

### TORONTO AND SOUTHERN ONTARIO



**Blaine Donais**  
Tel: 416-720-1229  
[donais@workplacefairness.ca](mailto:donais@workplacefairness.ca)

WFI also offers a [Virtual Ombuds Office](#)





Looking for a way to improve competency and productivity in your workplace?

Need help managing your employee's needs?

Workplace Fairness Ombuds offer an opportunity for your employees to discuss workplace concerns and resolve issues. Whether mediating disputes or helping you to plan and practice for a difficult conversation, Workplace Fairness Ombuds are there to advocate for fairness while listening to and supporting managers and employees from all levels of your organization who are dealing with problematic issues. Our ombuds help you:

- Promote Diversity and Inclusion
- Engage Employees
- Manage Change
- Build Successful Working Relationships

Workplace Fairness Ombuds also offer training in:

- How to run an effective meeting
- Time management
- Managing in high stress
- Dealing with difficult behaviours
- Communication skills

## WFOmbuds Services

### Workplace Fairness Assessment

A one-day 360 review of existing conflict management.

### Conflict Resolution

Strengthens working relationships and enhances productivity.

### Interpersonal Mediation

Mitigates risk of escalating conflict, eases workplace stress and ensures fair treatment for all involved.

### Workplace Restorations

Ensures rebuilding of workplace respect.

### Rebuilding Relationships /Meeting Facilitation

Builds capacity for sound meeting management and decision making.

### Conflict Coaching

Empowers staff to resolve their own disputes.

### Training

In areas of conflict management, diversity, respectful workplace, trust, collaboration, time management, dealing with difficult behaviours, change management.

### Quarterly Reporting

Provides early identification of systemic issues.

---

*The WFI Ombuds will provide you with the basic tools to address conflict, improve communication and move forward as a team.*

---

## WFOmbuds Packages

### Basic Ombuds Package

*per annum*

Meant for small business and not-for-profit organizations. Includes a one-day workplace fairness assessment with suggestions for improvement on an annual basis – plus up to 40 hours of service (chosen by you from our list of ombuds services).\*

### Intermediate Ombuds Package

*per annum*

For medium sized organizations. Includes a one-day fairness assessment and an annual confidential survey of workplace participants. Includes up to 100 hours of service.\*

### Advanced Ombuds Package

*per annum*

For medium sized organizations that require an ombuds service. Includes a fairness assessment, a one-day review of your conflict management system, an annual confidential survey, and ongoing monitoring and feedback about sources of conflict and unfairness. Up to 200 hours of service included.\*

### Full Service Ombuds Package

*per annum*

For large organizations without an internal ombuds function. Involves an on-site presence of one-half day per week for 50 weeks of the year, as well as offsite secure record-keeping and annual reports. Other services include conducting strategic focus groups, and lunch and learn sessions on a quarterly basis as chosen by participants. Includes up to 400 hours of service.\*