

Dr. Wohl's Training

My training is as a workplace mediator, which I have been doing for the last several years. It is extremely important to be able to maintain a sense of neutrality and impartiality when dealing with issues--particularly with workplace issues. That is not always easy, but it's important--it's what individuals deserve. We've all felt in the midst of a conflict if we could just have someone present to witness who is impartial who doesn't have a stake in the outcome of this concern. That's really the role that I am here to play. That does require some training, and it does require a good deal of attention and reinforcement. And there is a variety of ways in which workplace neutrals like mediators and Ombuds people spend time reflecting, going through trainings, consulting with other workplace neutrals to ensure that they are maintaining their neutrality and impartiality and service to the employees that they are designed to serve. So it requires attention and persistence and it's probably not a role for everyone. I think each of us have our own inclinations to be able to maintain neutrality and impartiality and that is something that requires a little self-reflection to see if each of us are capable of doing that.

<http://www.aces.edu/extcomm/ombuds/expertise.php>