



The Secretary of Energy
Washington, DC 20585

October 3, 2019

MEMORANDUM FOR ALL DEPARTMENT OF ENERGY EMPLOYEES

FROM:

RICK PERRY

A handwritten signature in black ink that reads "Rick Perry".

SUBJECT:

Office of the Ombudsman

Innovation is the catalyst of progress that helps us answer the world's most complex problems. Keeping innovation at the forefront strengthens our ability to advance energy, economic, and national security. Undoubtedly, innovation requires a healthy competition of diverse ideas which can sometimes lead to disagreements, conflicts, and tensions. Oftentimes, despite our best efforts, the process of working through our differences can be challenging. However, we must constructively embrace diverse viewpoints, leverage our differences, and handle conflicts effectively. We must also acknowledge that respectful discussion around opposing perspectives is essential to maintaining the integrity of our Government. I am proud of the numerous resources we have to engage, collaborate, build consensus, express concerns, evaluate different ways of doing business, and work through these challenges productively. One such resource is the Office of the Ombudsman (Ombuds).

I want to take this opportunity to encourage your continued use of Ombuds. It is an independent, confidential, neutral, and informal resource that helps the Department of Energy (DOE) Federal workforce identify, address, and resolve individual, group, and systemic concerns. The Ombuds office is a safe environment to be honest about your experiences without fear of retribution. It is a great resource for exploring creative ways to improve working relationships and the overall environment.

Ombuds team members provide individual conflict coaching, share constructive problem-solving techniques, help you find your own solutions to difficult problems, and serve as an important liaison between leadership, management and staff. The Ombudsman office also takes an enterprise-wide view by helping to identify trends, issues and systemic concerns impacting the entire Department. With employees, managers, and senior leaders playing an active role in working through challenges in a healthy and productive way, we will be ready and able to stay laser focused on the mission.

As we celebrate Ombuds Day, designated by the American Bar Association on Thursday, October 10, 2019, I encourage you to learn more about the DOE Office of the Ombuds: visit energy.gov/ombudsman, click [here](#) for a video introduction by Deputy Secretary Dan Brouillette; click [here](#) to review a video about the office; call 202-586-0500 to schedule a private appointment or executive briefing; and/or visit the ombuds team on Ombuds Day, October 10 from 11:00 a.m. until 1:00 p.m. in their suite at the Forrestal Building, 1G-053.

