

Ombuds Office

UC Davis

A Safe and Informal Place to Talk

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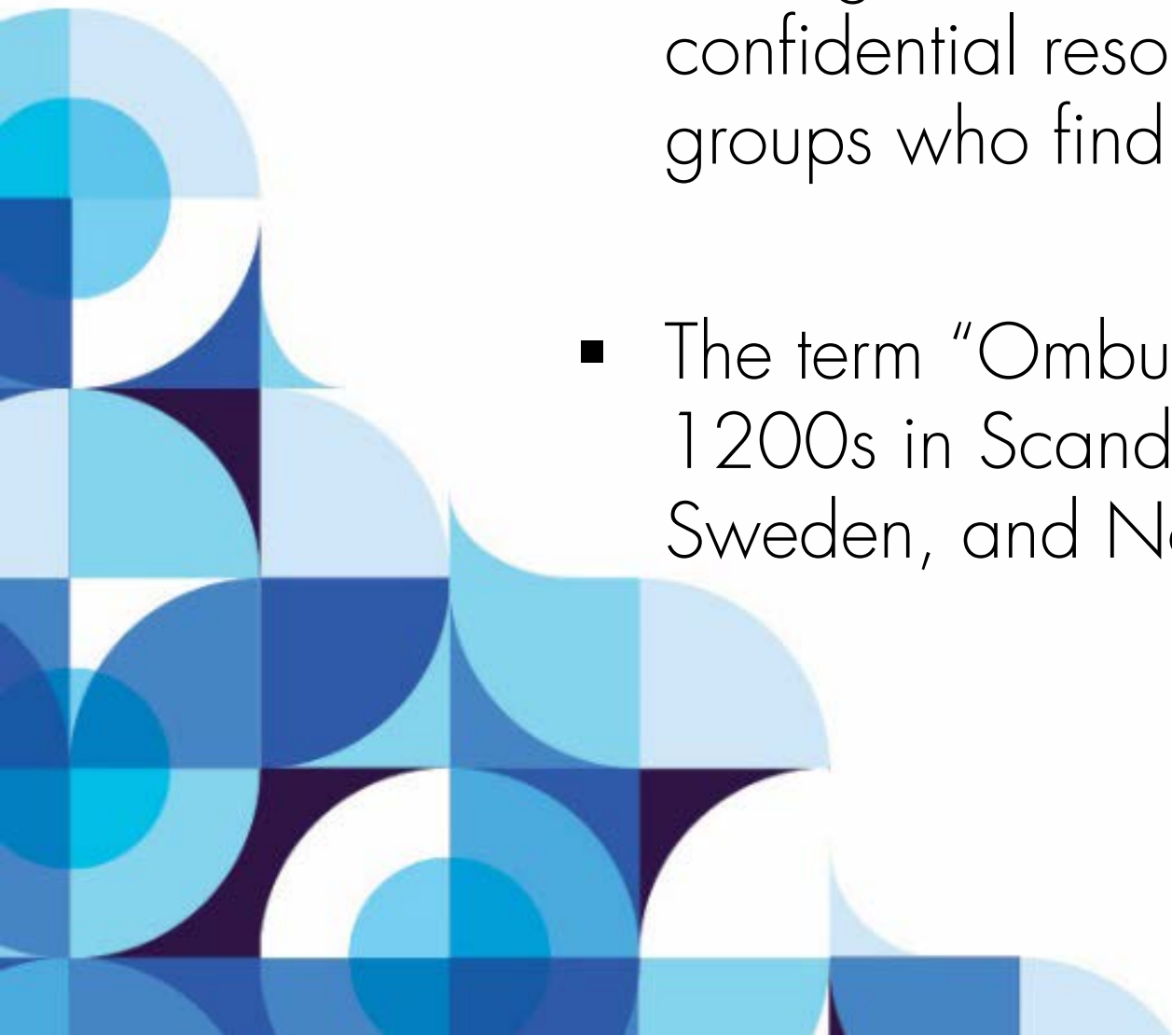
OMBUDS PILARS OF PRACTICE

- Confidential
- Neutral
- Informal
- Independent

Confidential • Impartial • Informal • Independent

What is an Organizational Ombuds?

- An organizational ombuds is a person who acts as a confidential resource and who helps individuals and groups who find themselves in conflict situations.
- The term "Ombudsman" and has been in use since the 1200s in Scandinavian countries, such as Denmark, Sweden, and Norway.

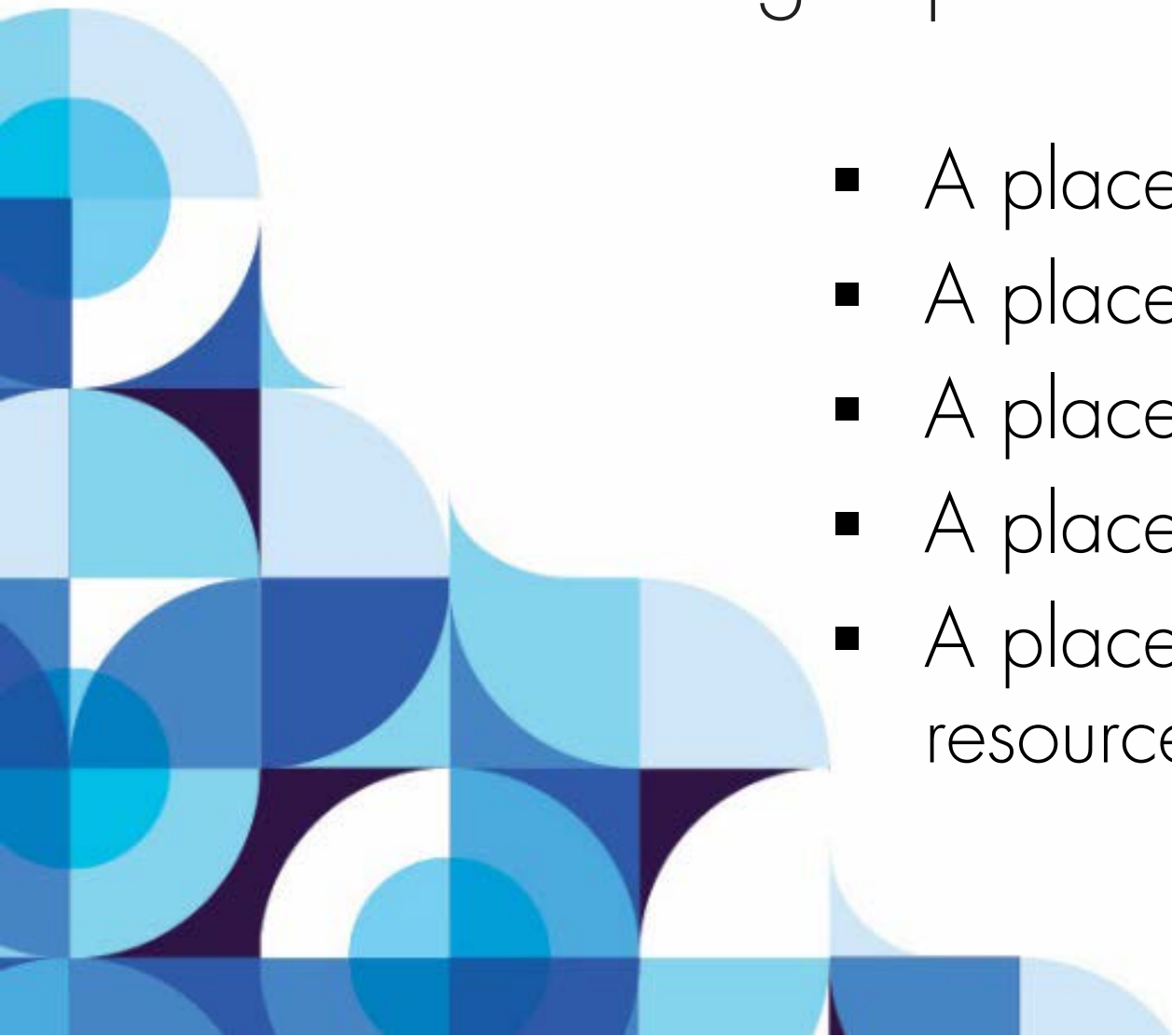


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The Ombuds Office

A safe & confidential resource designed to assist individuals and groups in navigating conflict

- A place to sort through and untangle problems
- A place to generate options to address issues
- A place to weigh possibilities and options
- A place to talk to a neutral person
- A place to find out about possible campus resources and policies



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Why Might Someone Come to the Ombuds Office?

- Questions about reporting channels and consequences
 - Confusion about university policies and procedures
 - Interpersonal conflicts
 - Issues of fairness
 - Ethical dilemmas

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Other Reasons that Visitors Come to the Ombuds Office:

- Misunderstandings based on diverse perspectives
 - Evaluation issues with grades or performance
 - Contested ownership of intellectual property
 - Perceived retaliation or fear of retaliation
 - Bureaucratic or relational impasses
 - Concern about work climates
 - Harassment or discrimination

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What We Do

- Listen actively to issues and circumstances
- Identify possible underlying issues
- Brainstorm options
- Explore policies and procedures
- Recommend other campus resources
- Reality test possible avenues of action
- Provide multiple communication approaches
- Explain conflict models and theories
- Coach visitors



What We Don't Do

- Advocate on behalf of departments or individuals
 - Maintain records that identify visitors
 - Provide psychological counseling
 - Participate in formal procedures
 - Conduct formal investigations
 - Serve as an Office of Record
 - Tell people what to do
 - Offer legal advice



What is conflict?



One definition of conflict:

CONFLICT is “a difference that prevents agreement.” (Merriam-Webster)



Is conflict always destructive?

- Conflict isn't necessarily negative. Many times, the process of addressing conflict can produce positive change and even personal growth. Conflict that is handled well can increase levels of communication, understanding, and appreciation between people.



Conflict Management

- Gaining and utilizing skills that will allow us to effectively address conflict as it arises, thus increasing the chances of preserving relationships, fostering civility, and creatively solving problems.



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3 stages of conflict escalation



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Tips for Conflict Management

- Act early and often!
- Invest in ongoing skill development for yourself and your team members: emotional, cognitive, and behavioral
- Please feel free to refer individual or groups to the Ombuds Office!
- Familiarize yourself with campus resources: HR, HDAPP, Academic Affairs, Student Affairs

(Our services are **voluntary** and **confidential**, so...
...we can't report back to you.
...we can't confirm or deny that someone has visited us.)



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Contact Information

We are Located on both the Davis & UC Davis Health campuses

Davis Campus

Surge IV , Suite 409
(behind the Bamboo Trees)

Sacramento Campus

2315 Stockton Blvd.
Room 1519

Website:

ombuds.ucdavis.edu

Telephone:

530.754.SAFE (7233)



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