

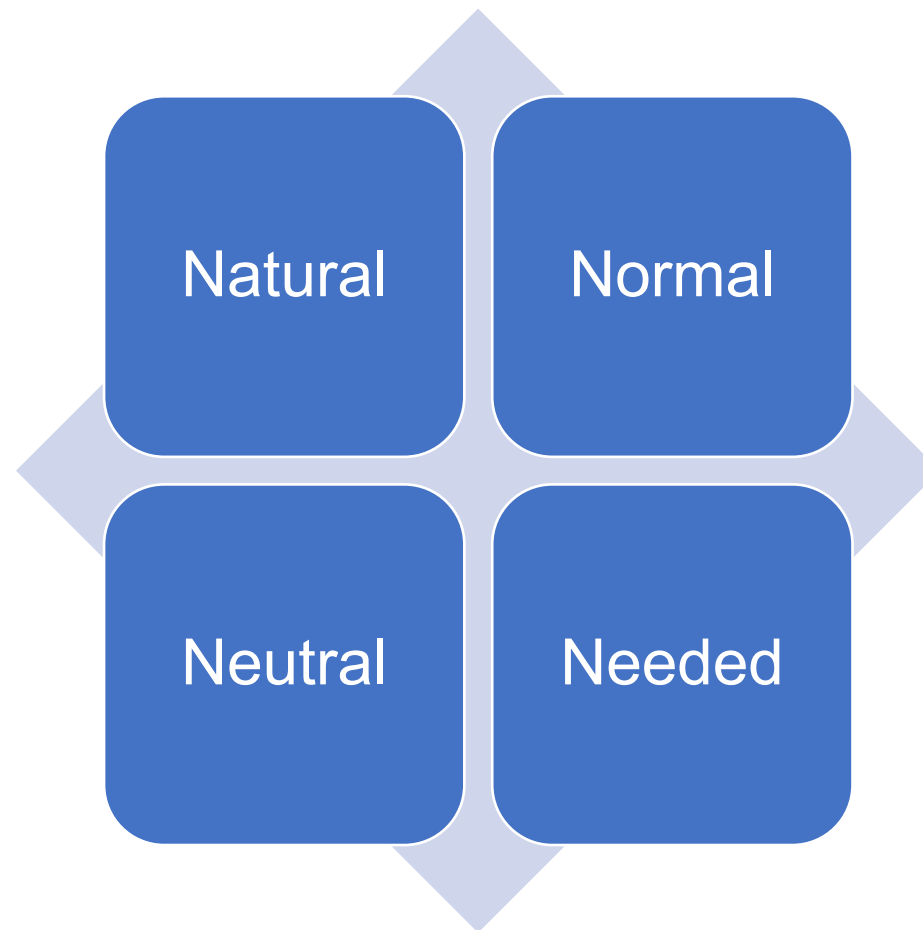
UC Davis Ombuds Office: Overview and Services

Presented by: Lauren Bloom, Director and Ombuds
Presentation for the New Chairs Workshop
Thursday, September 12, 2024

When you think of conflict,
what comes to your mind?



Conflict is:

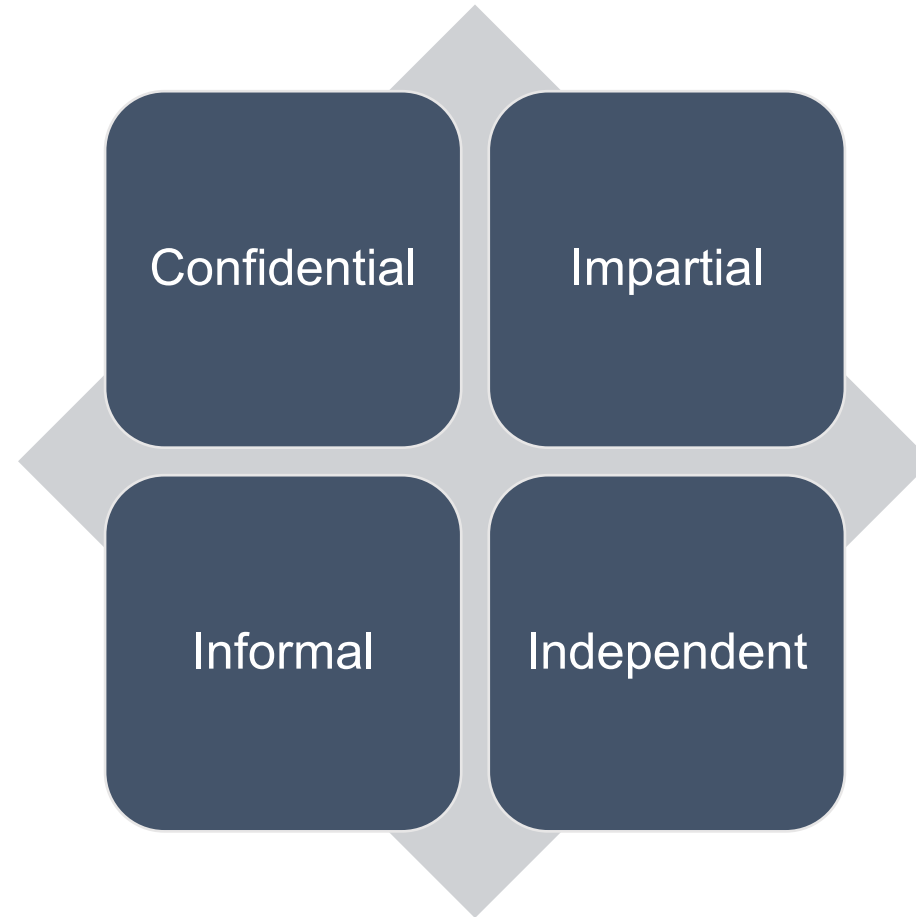


Ombuds Office

Overview and Mission Statement

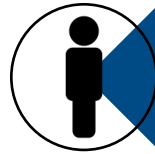
The Ombuds Office is an **informal and confidential resource** designed to help members of the UC Davis, UC Davis Health (UCDH), and UC Agriculture and Natural Resources (UC ANR) communities successfully navigate conflict. Our mission is to provide a **safe place** for all members of the UC Davis and UC ANR communities to **discover pathways for conflict management and problem solving** in support of fair and collaborative professional and academic experiences in a diverse and changing world.

Ombuds Office Standards of Practice



International Ombuds Association Standards of Practice

Ombuds Services



Individual Meetings



Mediation and Group Work



Workshops



Information Sessions



Systemic and Trend Feedback

Conflict Competence Workshops

Faculty and Staff Topics include:

- Conflict Competence for Managers and Supervisors
- Conflict Competence for Staff
- Conflict Competence: Listening to Be Heard
- Conflict Competence: Creative Problem Solving in the Workplace
- Conflict Competence: From Bystander to Upstander
- Conflict Competence: Getting to the Root of Group Conflict
- Conflict Competence: Constructive Feedback for Positive Change
- Conflict Competence: Transforming Negativity in the Workplace

Upcoming workshops can be found in the LMS and listed on the Ombuds Office website.

Continuing education credits available for nurses

Upcoming Ombuds Workshops for Academics

Developing Resilient Research Collaborations

Designed for biomedical, clinical, social sciences, and other disciplines

Thursday, September 26, 11am-1pm

Managing Difficult Situations in Clinical Settings

Designed for clinical faculty and residents

Thursday, October 17, 11:30am-1pm

Promoting Respectful Collaboration in Clinical Settings

Designed for clinical faculty and residents

Tuesday, November 5, 11:30am-1pm

”Conflict competence is the ability to develop and use ***cognitive, emotional, and behavioral*** skills that **enhance productive outcomes of conflict** while reducing the likelihood of escalation or harm. The results of conflict competence include improved quality of relationships, creative solutions, and lasting agreements for addressing challenges and opportunities in the future. As with all competencies, ***people can learn ways to improve, change, and develop.***”

Common Concerns

- Concerns about behavior or incidents involving colleagues, students, staff or others
- Departmental fractures or concerns around climate and culture
- Breakdowns in communication or disengagement
- Service or teaching assignments
- Space/ location disputes
- Conflicts that emerge in merit and promotion processes
- Research issues and collaborations
- Different approaches or concerns that emerge in hiring processes
- Concerns around fairness, possible discrimination, harassment, or abusive conduct*

- We are not an office that receives official reports. However, we are an off-the-record resource to discuss

The Ombuds Office Can Help Individuals and Departments:

- Sort through and untangle problems
- Generate options to effectively address issues
- Weigh risks, rewards, costs, and benefits of different directions
- Gain a new, neutral perspective
- Learn about possible campus resources and policies and procedures

Ombuds Office Team



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Director and
Ombuds



**Lindsey Ensor,
MS, CO-OP**
Senior Associate
Ombuds



**Jason Karim-Baker,
MA, CO-OP**
Senior Associate
Ombuds



**Jenny Vaccari,
MEd, CO-OP**
Associate Ombuds



Katie Ranney, MA
Assistant Ombuds

Ombuds Office

Come with a Problem.
Leave with a Plan.

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For additional information, please visit our website:
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